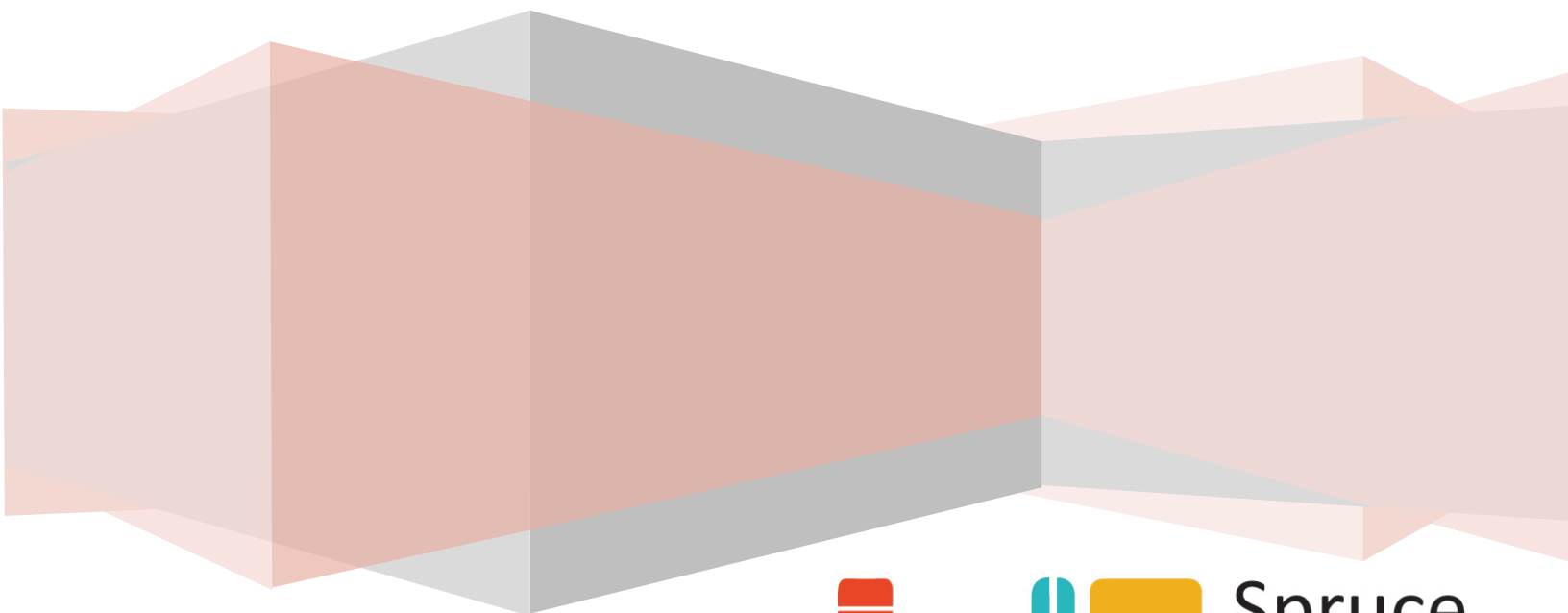


Personnel Policies



Updated November 23, 2020

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History	Date	Motion
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Revised	October 16, 2012	049L-12
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Revised	September 16, 2014	049L-14
Revised	October 20, 2015	084L-15
Revised	January 17, 2017	005L-17
Revised	November 20, 2018	097L-18

3.1 Glossary of Terms

STAFF – Any person employed by the library in any position for any employment term.

FULL-TIME – Full-time employees work 35 hours per week.

PART-TIME – Part-time employees work less than 35 hours per week.

PERMANENT POSITION – Is a position with regularly scheduled hours established to be ongoing, be it full-time or part-time.

TEMPORARY POSITION- Is a position created outside the established permanent work force for a set period of time; be it full-time or part-time.

CASUAL POSITION- Is a position filling in for a permanent or temporary position due to the absence of the incumbent or periodic assignments on an as needed basis; be it full-time or part-time.

DEPARTMENT - A component of the library comprised of staff that perform a similar function, generally led by a supervisor.

MANAGER - Staff who manage a section within the library and supervise/mentor staff or contract personnel within that area.

DIRECTOR - Is the staff member who is responsible and accountable to the Library Board for the management and operation of the Library.

BOARD - Shall mean Spruce Grove Public Library Board

LIBRARY - Shall mean the Spruce Grove Public Library facility or organization

VOLUNTEER – Any individual working at the library that is not paid a wage or salary.

ABUSE - Physical contact intended to cause bodily harm or the use of threats, humiliation, forced social isolation, intimidation, harassment, coercing or restricting from appropriate social contact with the intention of causing emotional harm.

DISCRIMINATION - Unfavorable treatment based on racial, sexual, political, age, national, religious, or gender prejudice.

HARASSMENT - Repeated offensive comments or actions that demean and belittle an individual or cause personal humiliation. This definition includes sexual harassment. Harassment is a form of discrimination and it is against the law. This is cited in the Canadian Human Rights Act.

WORKPLACE VIOLENCE - Any threatened attempted or actual conduct of a person that causes or is likely to cause the physical injury of any Spruce Grove Library employee or contractor while engaged in the performance of duties on behalf of the Spruce Grove Library. This includes such behavior as intimidation, abusive language, harassment, threats or acts of violence, discrimination or assault.

SUBSTANCE - A drug which when taken changes the way the users' body or mind functions.

SUBSTANCE ABUSE - The improper or inappropriate use of a substance. Possession of an illegal substance, whether used or not, is defined as misuse and is subject to reporting to the authorities.

3.2 General Statement

Policies are developed by the Board to deliver service and achieve the Library's mission, vision, and goals as set out in the strategic plan.

Personnel policies apply to library staff and volunteers where applicable.

3.3 Management Philosophy and Practices

The Library Board recognizes that all staff have ownership in achieving the Library's Mission. Staff will follow the professional values as established by the Library Board and staff. The Library Board will survey the staff annually; using the Staff Satisfaction Survey Tool [Appendix 3a]. The Staff Satisfaction Survey is to be completed independently and anonymously by every staff member. The information gathered from this survey will help to achieve the goals set out in the Library's Strategic Plan.

3.4 Employment

In the event of a vacancy in a staff position, the option exists where a) suitable candidate may be solicited through an internal competition b) an open competition when either a suitable candidate is not available internally or a decision is made to look externally.

All applicants shall provide a minimum of three references. Successful candidates must provide a Level 4 Criminal Records report.

The successful candidate is approved by the Director. Probationary periods vary up to six months at the discretion of the Director. A probationary period may be extended at the discretion of the Director.

The Director is appointed by the Board for a probationary period of one year.

3.5 Orientation

All staff are provided with an orientation of governance, facility, workplace safety, procedures and job requirements.

3.6 Staff Ethics and Code of Conduct

Staff are expected to adhere to the following Code of Conduct as laid out in the Employee Code of Conduct Guide [Appendix 3b]:

1. As service providers and team members, we always act with integrity, courtesy and respect.
2. We serve customers and each other in a fair and non-judgmental manner.
3. We protect the privacy of personal and other confidential information relating to customers, staff and vendors.
4. We adhere to Board policies, decisions and procedures.
5. We do not use the Library's property, equipment, electronic networks or stored data for personal use or gain.
6. We do not accept or provide gifts or favours in exchange for special consideration or influence, or where it may appear to be in exchange for special treatment.
7. We disclose to the Library any personal, business or financial interests, which may (or may appear to) inappropriately influence our actions or decisions on behalf of the Library.
8. We adhere to office etiquette standards that foster a work environment that is conducive to effective performance and present a positive and professional image to the staff, Board and the community.
9. We will actively participate in the Library's Safety Program and work on continuous improvement of safe work practices for the benefit of all.

3.7 Hours of Work

Employees are scheduled based on the hours required to deliver library service. Shifts may be scheduled during open hours or as required outside normal operating hours.

Full time employees may work a flexible schedule upon approval by the library director.

Full time employees may bank up to 14 hours to be used for time off at a future date. Banked hours or banked time off must be approved by the Director.

3.8 Statutory Holidays

The Library Board wishes to define which days it deems as Statutory Holidays during which, generally speaking, the library will be closed.

The following days are recognized as Statutory Holidays:

New Year's Day	Civic Holiday
Family Day	Labour Day
Good Friday	Thanksgiving Day
Victoria Day	Remembrance Day
Canada Day	Christmas Day
	Boxing Day

The actual calendar day of the Statutory Holiday will be observed as the holiday. If a Statutory Holiday falls on a regularly scheduled day off, full-time permanent staff are entitled to an alternate day in lieu of statutory holiday.

3.9 Compensation

A Committee may be established by the Director to discuss compensation issues. This Committee will be comprised of representatives of staff and management.

The Library Board wishes to maintain a compensation system that reflects internal and external equity within and among libraries and competitors. All compensation is outlined in a wage grid [Appendix 3c] consisting of cost of living and merit increases.

Payroll services are provided to the Library by the City of Spruce Grove, allowing participation in the City's benefits program.

Full-time employees receive benefits 100% paid by the library.

A staff member who is designated to replace a position with a higher pay classification for a period over thirty (30) calendar days will be eligible for acting pay. The rate of pay will be that of the person they are replacing.

Staff Perks

All staff receives one voucher for one card per year allowing them to obtain library card at no cost. Guidelines:

- Staff are responsible for all fines penalties and fees
- Staff can have their privileges removed as per library policy
- Staff can use the voucher for a card other than their own

Category	3.9 Compensation
Statutory	YES
Approval History	2014.09.16
Approval Motion	049L-14
Review Schedule	2021; 2024; 2027

Service Recognition

The Library Board promotes recognition of staff service and desires to formally acknowledge staff's service to the library.

Permanent staff with continuous service will be recognized in the following increments:

<u>Service</u>	<u>Award</u>
5 years	not to exceed \$75.00
10 years	not to exceed \$125.00
15 years	not to exceed \$150.00
20 years	not to exceed \$200.00
25+ years (in 5-year increments)	not to exceed \$500.00

Anniversary Dates

Staff of the Library all have a common anniversary date of January 1st of each year. All compensation and vacation adjustments occur at that time. If an employee has not completed one year of employment, compensation increases may be pro-rated.

Awards for years of service increments will be awarded during final year of the increment. Formal recognition will be presented at a pre-determined Board meeting.

Evaluation

An evaluation is done on all staff on an annual basis or at the end of employment term. Interim reviews are also done at the end of the probationary period.

The Chair of the Board will facilitate an annual appraisal of the performance of the Director.

3.10 Vacation

Policy Statement

The Spruce Grove Public Library recognizes the importance of time off for rest, relaxation, and personal pursuits. All employees are encouraged to use their full amount of accrued vacation time every year.

Purpose

The purpose of this policy is to explain the standards, guidelines, and procedures for paid vacation time for all library employees.

Responsibilities

Employee

- Submit requests for vacation time through the scheduling software
- Ensure that vacation time taken will not exceed the accrued amount
- Ensure that vacation accrual does not exceed their maximum annual accrual by more than one week
- Work with their manager to ensure coverage is in place during their vacation time

Manager

- Schedule staff vacations taking into consideration the needs and requests of the employee and operational requirements
- Ensure coverage and/or cross training are in place when an employee is on vacation
- Monitor vacation accruals as per this policy

Payroll

- Provide the library director with a quarterly vacation entitlement report for library employees which will be shared with library managers

General Guidelines

Vacation Scheduling

- An employee's accrued vacation time will be planned for, scheduled and approved by managers annually as appropriate, based on operational requirements
- Any conflict in vacation requests between employees will be decided by the manager based on organizational requirements

Vacation Accrual Rates -

Vacation entitlements are earned on an accrual factor per pay period.

The full-time vacation accrual schedule is:

The full-time vacation accrual (based on a seven (7) hour day) for each pay period is as follows.

Anniversary	Administrative Accrual Hours	Administrative Annual Days	Administrative Annual Hours	Management Supervisors Accrual Hours	Management Supervisors Annual Days	Management Supervisors Annual Hours
0 to 5th	4.06	15.08	105.56	5.39	20.02	140.14
On 5th	4.34	16.12	112.84	5.67	21.06	147.42
On 6th	4.62	17.16	120.12	6.02	22.36	156.52
On 7th	4.97	18.46	129.22	6.37	23.66	165.62
On 8th	5.39	20.00	140.00	6.72	24.96	174.72
On 9th	5.67	21.06	147.42	7.07	26.26	183.82
On 10th	6.02	22.36	156.52	7.42	27.56	192.92
On 11th	6.37	23.66	165.62	7.77	28.86	202.02
On 12th	6.72	24.96	174.72	8.12	30.16	211.12
On 13th	7.07	26.26	183.82	8.47	31.46	220.22
On 14th	7.42	27.56	192.92	8.82	32.76	229.32
On 15th	7.77	28.86	202.02	9.17	34.06	238.42
On 16 and thereafter	8.12	30.16	211.12	9.52	35.36	247.52

Temporary, casual and part-time staff will receive pay in lieu of vacation entitlements based on the following lengths:

- 0 to five (5) years of service – four (4%) percent
- over five (5) years of service – six (6%) percent

Maximum Accrual

- For vacation purposes, the reference year spans beginning the first pay period of the year to the last pay period in December
- Employees and their supervisors must ensure vacation entitlements do not exceed more than one week over regular annual accrual
- All vacation carried over will be paid at the rate it was earned in the previous year and vacation earned at the lower rate will be used first.

- All vacation accrual over the maximum carry over will be paid out on the last pay period of the year

Request for Carry-Over of Accrued Vacation

Requests to carry over any vacation in excess of one week into the following year must be submitted in writing to the Director. The Director will then review the request and provide approval or denial. Authorization may be granted for special circumstances, such as illness or absence late in the year which prevented the use of vacation or planning for a major holiday. The request must indicate a specific date by which the carry-over will be used, within that year.

Vacation time taken cannot exceed vacation accruals earned.

History	Date	Motion
Approved	December 18, 2012	066L-12
Revised	February 19, 2014	011L-13
Revised	January 17, 2017	005L-17

3.11 **Benefits**

GENERAL STATEMENT

The Library Board deems it important to provide a balanced benefit program to eligible staff that sustains general health and ensures that the earning power of an individual is not radically altered.

Health Benefits

All staff are subject to the mandatory deductions required through government legislation or court order

The full cost of the mandatory benefits for permanent full-time employees will be paid by the Library. The benefit program for full-time permanent staff is comprised of mandatory and optional plans detailed as follows:

Mandatory

- a. Local Authorities Pension – After one year
- b. Group Life Insurance
- c. Accidental Death and Dismemberment Insurance
- d. Dependent Life Insurance
- e. Long Term Disability

Semi Optional

- a. Extended Health Care Insurance (includes vision coverage)
- b. Dental Insurance

Optional

- a. APEX pension plan – After one year
- b. Additional Life Insurance
- c. Spousal Life Insurance

Temporary, part-time and casual staff are not eligible to participate in the benefit program

Sick absence and vacation benefits will commence immediately. All remaining benefits will commence up to a month from the employee's initial date of employment

All permanent staff who work an average of 30 hours per week or more must participate in the Local Authorities Pension Plan. Eligible staff must serve a one-year probationary period. Those staff who have been placed on the pension plan because they worked an average of 30 hours per week and later have their hours reduced, will remain on the plan until their average hours decrease to less than fourteen (14) hours per week or less with little future prospect of increasing the weekly hours over or equal to fourteen (14) hours per week.

Employee Assistance Program

The Spruce Grove Public Library, through the City of Spruce Grove, has contracted to provide an employer-sponsored program of confidential counseling designed to help employees and their families resolve their personal and professional issues, stresses, and traumas.

Services provided by this program:

Aging Parent	Bereavement	Career Issues
Emotional Problems	Family Problems	Fatigue
Financial Counseling	Harassment	Health Concerns
Legal Counsel	Marital Problems	Physical or Sexual Abuse
Relationship Issues	Single Parenting	Sleep Disorders
Stress	Trauma	Substance Abuse/Addiction

You can call 24 hours a day and your call is completely confidential. Neither the Library nor City receives any information as to who has called or why. The phone number to call is: 1-800-567-9953. If you require any further information, call HR at City Hall.

Staff Wellness Benefit

Permanent full-time staff are eligible to apply for a staff wellness benefit of \$100 per year or the equivalent of 20% of the annual cost of a Tri-Leisure Centre Individual membership. Funds will be paid either directly to the Tri-Leisure Centre, through the City of Spruce Grove's existing channels, or to the staff member upon production of qualified receipts.

3.12 Leave

Sick Leave

Intent

The Spruce Grove Public Library shall provide the following program to assist employees who are absent from the workplace due to illness or injury. Employees have a responsibility to make every effort to ensure that they return to work in a state of health and well-being which will enable them to perform their job to the best of their abilities.

This Policy Shall:

1. Provide an outline for employee sick leave;
2. Discuss the required reporting procedures for sick leave;
3. Determine return to work guidelines;
4. Outline the requirements for Long-Term Disability.

Sick Leave Accrual

- Full time employees of the Spruce Grove Public Library will receive 10 sick days (70 hours) on January 1 of each year. All unused sick days will expire December 31 of each year.
- Part time employees of the Spruce Grove Public Library will not receive sick leave credits.

Reporting

- An employee requiring sick leave is obliged to inform the Supervisor as soon as reasonably possible of his/her absence due to illness or injury, his/her expected return to work date, and any change to his/her expected return to work date.
- Employees will report any illness or injury attributed to the workplace to the Supervisor as soon as possible
- After an absence of five (5) days, or when requested by the Director of the Spruce Grove Public Library, the employee must provide a written statement to the effect that the employee is under the care of a Medical Doctor, the employee's ability to attend and perform work and the estimated date of return to work. Consistent with its obligations under the Canadian Human Rights Code and these Policies, The Spruce Grove Public Library shall not abuse its right to request medical verification of illness by making unnecessary requests for medical documents.

Sick leave credits can be utilized for:

- illness and injury for full time staff members
- incapacitation due to serious illness or injury while on vacation supported by a physician's statement
- dental/medical appointments for staff members exceeding two (2) hours. Medical appointments that are less than two (2) hours will be recorded at regular time.
- medical appointments for spouse and children of full-time staff.

Sick leave credits will be utilized prior to use of any other benefit plan. The staff member will utilize weekly indemnity or long-term disability if they are unable to work and their sick leave credits have been exhausted.

Weekly Indemnity

The Weekly Indemnity plan provides short-term coverage to Permanent full-time staff in the event they are unable to work and have insufficient or minimum sick leave credits.

To be eligible for the plan a staff member must:

- be in a permanent full-time position
- have been employed for thirty (30) calendar days
- have completed three (3) months of their probationary period
- have exhausted their sick leave credits
- return the completed Weekly Indemnity application to the Human Resources Department

The plan will be administered through the Human Resources Department

See City of Spruce Grove Personnel Policy #9012 (Benefits)

Parental Leave

Spruce Grove Public Library will follow Provincial guidelines for maternity leave

Paternity leave without pay may be granted for the Mother or Father of a newborn or adopted child. The maximum leave granted to both parents is ten (10) weeks unless special circumstances exist in which an additional five (5) weeks may be added to the cumulative total of ten (10) weeks for both parents

Leaves of Absence

The Library Board recognizes circumstances may materialize that require staff to be away from their duties for reasons other than illness, injury or vacation

Temporary leaves of absence with pay will be granted to permanent staff, for the following circumstances:

- a. critical illness or death in the immediate family – up to five (5) days
- b. birth of or adoption of a child – two (2) days
- c. subpoenaed witness or jury duty provided any witness fee is paid to the Library for regularly scheduled days of work
- d. Special exceptions may be made by the Director in consultation with the Board.

For bereavement and/or critical illness, immediate family includes spouse, child, ward, parent, guardian, brother, sister, parent-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, grandparent, grandchild. Family members listed include natural, foster, trusteeship, and adoptive relationships as the context applies

The Director may grant other compassionate leaves of absence with pay at their sole discretion

Leaves of absence without pay for up to four (4) weeks may be granted by the Director. Leaves of absence without pay in excess of four (4) weeks require the written approval of the Director. Vacation accrual credits at the time of the leave cannot exceed five (5) days

A staff member who is on a leave of absence, including maternity leave, that is longer than four (4) consecutive weeks will remain on the benefit program and pay the appropriate premiums in full, in advance. Otherwise benefits will be terminated for the duration of the leave.

Any leave of absence utilized for purposes other than that for which the leave was granted may be grounds for dismissal

3.13 Training and Development

The Board is committed to the ongoing development of Library staff and as such, professional development funds, administered by the Director, are made available annually to provide for the training and professional development of Library staff and Board members.

The Director may require staff to take courses related to their job or position which will be paid in full by the Library. In the event a staff member does not complete the training paid for by the Library, the staff member must reimburse the Library for all costs incurred. The staff member may apply to the Director to forgive the repayment for extenuating circumstances. Failure to take training that is directed by the Director is a disciplinary offence unless the Director is satisfied extenuating circumstances exist.

In addition, staff may apply to the Director for compensation, in time and/or fees, for courses taken toward professional development. Application to have the course approved must be completed prior to course registration. The following conditions apply to course reimbursement:

- Any reimbursement received is subject to taxation.
- If the employee should choose to leave the employ of SGPL within twelve months of receiving the reimbursement, they will be responsible to refund the full amount of the reimbursement within two weeks of giving notice and payment could be taken as a payroll deduction.

Course allotment will be determined by the Director. Employees must be employed for a minimum of one year of service prior to course date.

Category	3.13 Training and Development
Statutory	YES
Revised History	2012.10.16
Approval Motion	049L-12
Review Schedule	2021; 2024; 2027

3.14 Travel and Subsistence

The Library Board recognizes that staff will be compensated for personal expenses and travel on library business.

Other means of transportation and related expenses such as parking, taxi, or rental vehicles and business travel via air, rail or bus will be paid on submission of receipts, when the method is practical considering all factors including time is of equal or lesser expense than mileage.

Accommodation and meal expenses will be paid to reasonable actual costs upon presentation of receipts or statements. The following guidelines are to be used for meals including gratuities and these amounts will be reimbursed should meal receipts not be submitted:

Expenses will be reimbursed at the following rates:

Mileage: Provincial government mileage rate.

Meals (to a maximum of)

Breakfast \$10.00

Lunch \$12.00

Dinner \$20.00

Accommodations: standard single room rates appropriate to the locale

Travel: economy class expenses

Generally, whenever travel arrangements are being made, the most economic mode of transportation and accommodation shall be sought

3.15 Professional Associations

The Library Board promotes the membership of staff in work related organizations that provide staff with a means to enhance their knowledge and professionalism

Memberships in work related organizations that provide a benefit to the Library may be approved by the applicant's supervisor in consultation with the Director. The membership fee of an approved application will be paid by the Library within budgetary limits.

3.16 Staff Positions

Staff organizational chart and job descriptions are to be made available to all staff by the Director. Job descriptions are to be kept current and accurately reflect duties and responsibilities of staff. See Appendix 3D for the organizational chart and 3E for detailed job descriptions.

Category	3.16 Staff Position
Statutory	YES
Approval History	2015.10.20
Approval Motion	087L-15
Review Schedule	2021; 2024; 2027

3.17 **Volunteers**

The Library volunteer program is designed to provide library departments with extra support from individuals who are looking for experience or ways to contribute to the community. Volunteers shall be bound by the same standards of conduct, obligations, and policies as staff.

Volunteers come from a wide range of the population and they can bring skills and experiences to assist with a variety of tasks that do not require the skills of trained library personnel. In return, volunteers receive the opportunity to contribute to their community in a friendly environment. The purpose of the volunteer program is to provide the library with a person who can accomplish a variety of tasks in a competent and businesslike manner at times specified by the department head. It is not the purpose of the program to provide a social experience, or to replace paid staff.

Volunteers must:

1. be 16 years of age or older. (Exceptions may be made for children's department summer program volunteers.)
2. fill out the library's application form.
3. submit to an RCMP Level 4 Criminal Records check. The library will provide a letter stating that the person is a volunteer, so that the administrative fee may be waived.
4. be able to communicate in the English language.
5. be on time and behave in a businesslike manner.
6. report any absences to their supervisor. Missed schedules and failure to report may result in the volunteer being dismissed.

The library will:

1. define the hours of work.
2. define the tasks and provide training
3. provide support from paid staff during the probation period
4. provide a secure place to hang coats, leave purses, etc.
5. define the designated supervisors
6. provide orientation to the department in which the volunteer will work

Requests to provide jobs for special needs individuals will be considered on an individual basis, with the provision that the sponsoring group or individual must provide a competent supervisor.

3.18 **Safety**

Category	3.18 Safety
Statutory	YES
Approval History	2019.02.19
Approval Motion	025L-20
Review Schedule	2021; 2024; 2027

The Library Board deems health and safety that addresses physical, psychological, and social well-being of employees is of primary importance. With the requirement that employees comply with applicable legislation and the organization's health and safety standards, the Library will provide healthy and safe working conditions, equipment, and materials that meet, at minimum, the requirements of the Occupational Health and Safety Act along with other relevant Legislation and Codes.

The Library will have a Safety Program in place that is developed and refined with assistance from Alberta Occupational Health and Safety, The City of Spruce Grove, and other resources. A safety binder located in the staff room, safety policies are reviewed on a regular basis, and safety is on the agenda of every staff meeting.

SAFETY RESPONSIBILITIES

DIRECTOR– Is responsible for the overall Safety Program and will ensure the program is implemented throughout the Library. There shall be one Corporate Occupational Health and Safety Committee for the City of Spruce Grove which will be established by the City Manager and the library will designate one staff member as the representative to that committee.

MANAGERS – Are responsible for the ongoing development and implementation of systems that comply with the Safety Program within their department

SUPERVISORS – Are responsible for compliance with the Safety Program in their section and are responsible for ensuring staff are aware of relevant Health and Safety policies, procedures, and rules, in addition to ensuring all near misses, accidents, and relevant incidents are reported and investigated

EMPLOYEES – All employees shall act in a safe manner at all times and will report any unsafe condition, procedure, or act for the benefit of the Library. Continual adherence to the Safety policy is mandatory. It is the responsibility of the employees to keep current on safety procedures

VISITORS – Are required to stay within the designated public area. A visitor who enters a non-public area must be accompanied by a Library staff member or have received a safety orientation for the particular area. While in a non-public area, visitors must comply with the Library's safety procedures

CONTRACTORS – Are required to have designated safe work practices with appropriate documentation including contact persons. It is expected the safe work practices will meet the City of Spruce Grove requirements

SAFETY PROGRAM:

The City of Spruce Grove Corporate Occupational Health and Safety Committee will promote and maintain a comprehensive Occupational Health and Safety program. The Safety Program is expected to comply with "Partnerships Audit Instrument" as a minimum standard

REPORTING:

All injuries, incidents, and near misses will be reported to the immediate supervisor who in turn will report to the next level supervisor and/or Director. The information will then be forwarded to all other affected Departments and Corporate Occupational Health and Safety Committee as necessary.

PURPOSE OF THIS POLICY is to outline the Spruce Grove Public Library's commitment to Occupational Health and Safety.

Working alone

GENERAL STATEMENT

The Board recognizes that there may be incidences where an employee may be alone in the library in circumstances where assistance is not readily available. This may include but may not be limited to working after everyone has left for the day or coming into the library after hours. This may also include driving alone to or from Outreach locations.

- Whenever possible, staff who wish to remain alone or come in after hours should notify the Director or designate in advance.
- When leaving the premises, notification should be made to someone who will be able to verify the safe arrival of the staff member.
- Safe arrival of Outreach travel should be relayed to a reliable source either at the library or if the library is not open, to a person who can verify the safe arrival of the staff member.

Respectful Workplace

Category	3.18 Safety
Statutory	YES
Approval History	2018.11. 20
Approval Motion	097L-18
Review Schedule	2021; 2024; 2027

Policy Statement

The Spruce Grove Public Library (SGPL) believes excellence in the workplace requires respect for diversity and inclusivity, and that all staff and trustees be treated with fairness and dignity, in accordance with SGPL values. To that end, the SGPL provides a work environment that is free of bullying harassment, abuse, discrimination (BAHD), violence and other inappropriate behaviors.

Scope

This policy applies to all staff and trustees.

Definitions

Term	Definition
Bullying	any unwanted or aggressive behaviour that involves a real or perceived power imbalance or use of superior strength or influence to intimidate or attempt to force someone to do what one wants. Bullying includes, but is by no means limited to: <ul style="list-style-type: none"> • Verbal bullying: name-calling or threatening to cause harm • Social bullying: hurting someone's reputation or relationships by deliberately excluding someone or spreading rumors • Physical bullying: causing actual or potential harm or injury to a person's body or possessions
Abuse	any action – verbal or physical – that intentionally harms, injures or treats another person with cruelty. Abuse includes improper usage or treatment of a person in an attempt to control behaviour to gain a benefit, either in a single or a series of incidents. Abuse includes, but is not limited to, verbal, physical, sexual, psychological and/or financial abuse
Harassment	Derogatory or inappropriate conduct or comments that are known, or ought reasonably to be known, to be offensive or unwelcome, either in a single incident or a series of incidents that constitutes a real or perceived threat to the health, safety or well-being of a person or persons
Discrimination	Unjust, prejudicial action or decision that treats a person, persons or group differently (usually worse) – for reasons race, age, sex, disability or a specific characteristic – than the way in which other people are treated. These reasons, also known as 'grounds,' are protected under the <i>Canadian Human Rights Act</i>
Violence	whether at a work site or work-related, means the threatened, attempted or actual conduct of a person that causes, or is likely to cause, physical or psychological injury or harm and includes domestic violence
Sexual Violence	any violence – whether physical or psychological – carried out without consent through a sexual means or by targeting sexuality. This includes, but is not limited to, sexual assault, stalking, indecent exposure, voyeurism,

	degrading sexual imagery, distribution of sexual images, video or other materials of a community member without their consent
<i>Sexual Harassment</i>	a particular type of harassment that may take the form of favours or workplace advantages, or promises of favours or workplace advantages, in return for giving into sexual advances, or the threat of any adverse consequences for refusing such advances. Sexual harassment also includes any non-consensual conduct that is sexual in nature, which is unwelcome or should be known to be unwelcome. Sexual harassment may include, but is not limited to, unwanted touching, leering, gestures or comments that are sexual in nature or have a sexual connotation or undertone. The display or dissemination of sexually explicit images or materials may also constitute sexual harassment. Depending on the severity of the alleged conduct, one incident of the conduct described above can be enough to constitute sexual harassment

Guiding Principles

- The SGPL does not tolerate BAHD and/or violence in the workplace and provides a discrimination-free work environment. The Alberta *Human Rights Act* prohibits discrimination based on the protected grounds of race, colour, ancestry, place of origin, religious beliefs, gender, gender identity, gender expression, age, physical disability, mental disability, marital status, family status, source of income and sexual orientation.
- The SGPL strives to eliminate or, if that is not reasonably practicable, to control the hazard of BAHD and/or violence in the workplace. All staff and trustees are obligated to uphold this policy and to work together to prevent workplace harassment, bullying and/or violence.
- The SGPL provides a complaint and resolution process that is procedurally fair, respectful and effective. Formal complaints deemed to be incidents of BAHD or violence will be investigated as outlined in the Respectful Workplace procedure.
 - Allegations of BAHD or other offensive behaviors shall be taken seriously, with all reported or suspected occurrences promptly and thoroughly investigated according to the Respectful Workplace procedure.
 - Circumstances related to the incident, as well as names of persons involved shall be kept confidential, except where necessary to investigate the incident, to implement corrective actions, to inform staff of potential threat, to communicate the results of the investigation or as required by law (e.g.: *Freedom of Information and Protection of Privacy Act*).
- This policy is not intended to prevent a staff or trustee from exercising rights pursuant to any other law, including the Alberta Human Rights Act, Alberta Occupational Health and Safety Act, etc.
- The SGPL shall work diligently with staff and trustees and the community to educate, raise awareness and provide resources to ensure our workplaces fosters the ability to work, learn and express oneself in a positive environment.

- The SGPL will provide mandatory respectful workplace training to all staff and trustees, staff and volunteers.
- The SGPL has zero tolerance for BAHD or any other offensive behaviors that may actually or potentially adversely affect one's physiological or physical well-being.

Communication of Policy

This policy shall be included in the Personnel Policy and the Board Handbook, and copies shall be given to new staff and trustees as part of their onboarding.

Review

This policy shall be reviewed at least once every three (3) years or as otherwise required. Any changes approved by the SGPL Board of trustees shall be communicated to staff and trustees as required.

Other Related Documents

- *Alberta Human Rights Act*
- *Alberta Occupational Health and Safety Act*
- SGPL Respectful Workplace Procedure
- SGPL Code of Conduct Policy
- SGPL Grievance Policy
- SGPL Grievance Procedure
- SGPL Board Grievance Protocol

Workplace Impairment

Category	3.18 Safety
Statutory	YES
Approval History	2018.11. 20
Approval Motion	096L-18
Review Schedule	2021; 2024; 2027

Policy Statement

The Spruce Grove Public Library (SGPL) provides a safe and healthy environment for all staff, trustees, contractors, volunteers, visitors and patrons. Impairment, however caused, has the potential to compromise and impact safety, a healthy environment and one's performance, comfort or success.

The SPGL shall not tolerate impairment that may create undue risk to the safety, comfort and well-being of staff, volunteers, contractors or patrons. The SGPL shall not permit a staff or trustee to remain on the Library premises while the person's behaviour or ability to work or function is affected by impairment so as to endanger oneself or others.

The SGPL monitors and addresses potentially unsafe conditions and provides support to staff, volunteers and trustees, ensuring they are fit to work and govern.

Scope

This policy applies to all staff, trustees, contractors, volunteers, visitors and patrons in owned and leased facilities and any locations in which they represent the SGPL

Definitions

<i>Term</i>	<i>Definition</i>
Impairment	Impairment can be caused by a variety of factors, including – but not limited to – substance use (both legal and illegal), fatigue or illness and can potentially result in diminished attention, decision-making or reflexes. For the purposes of this policy and any related policies and procedures, in the case of impairment resulting from substance use, an individual will be considered to be impaired within the meaning of this policy if the individual is under the influence of alcohol, cannabis or another substance, irrespective of whether the level of such influence would constitute impairment under the Criminal Code of Canada or any other legal doctrine.
Disability	Any previous or existing mental or physical disability and includes disfigurement and previous or existing dependence on alcohol or a drug [Canadian Human Rights Act (CHRC), 1985, cited in CCHOS, White paper, Workplace Strategies: Risk of Impairment from Cannabis, p. 2, June 2017).

Discrimination	An action or a decision that treats a person or a group negatively for reasons such as their race, age or disability [Canadian Human Rights Commission (CHRC), 2013, cited in CCHOS, White paper, Workplace Strategies: Risk of Impairment from Cannabis, p. 2, June 2017]
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Guiding Principles

- All staff, trustees' volunteers, contractors and patrons have the right to a safe and healthy environment, free from hazards related to the impairment of members of the community. In alignment with Alberta Occupational Health and Safety expectation, the SGPL maintains a high standard of safety.
- All staff, trustees, volunteers, contractors and patrons have a responsibility to ensure that their own – and others' – experiences at the SGPL are not subject to inappropriate interference or undue risk resulting from impairment.
- All staff, trustees, volunteers, contractors and patrons are encouraged to disclose any situation that may compromise their safety or the safety of others, in accordance with the SGPL Impairment procedure.
- Awareness-raising efforts regarding impairment prevention resulting from substance use or abuse are most effective when emphasizing harm reduction and empathetic treatment.
- The SGPL will, in accordance with the SGPL Impairment procedure
 - take appropriate action when impairment is suspected
 - educate staff, trustees and volunteers on how recognize the signs of impairment and the appropriate response, in accordance with the SGPL Impairment procedure, as well as the potential health and safety risks and the SGPL's expectations
- The sale and consumption of illicit drugs, recreational drugs (including cannabis) and alcohol are not permitted on SGPL property, both leased and owned, with the exception of alcohol, as authorized by appropriate license and legislation.
- Possession, service and sale of controlled substances at the SGPL are governed by legislation.
- Where impairment arises from a diagnosed medical condition or disability, duty to accommodate shall be attempted without discrimination. This includes accommodating those who disclose a substance dependence disability. When disclosing prescribed use of medication, or a disability resulting from substance dependence, staff, trustees and volunteers are assured of
 - the confidentiality of medical information
 - a mechanism for confidential reporting with no fear of reprisal or judgment
 - accommodation of their medical restrictions and limitations, to the point of undue hardship

Communication of Policy

This policy shall be published in the Personnel Policy, and a copy shall be given to new staff and trustees as part of their onboarding.

Review

This policy shall be reviewed at least once every three (3) years or as needed or required. Any changes to this policy, as approved by the SGPL Board of trustees, shall be communicated to staff, trustees, volunteers, contractors and patrons, as required.

Other Related Documents

- Alberta Cannabis Framework and related legislation
- Alberta Occupational Health and Safety Act, Regulation and Adopted Code

3.19 **Discipline and Termination**

The Library recognizes that discipline and/or termination may be necessary should a staff member not fulfill the requirements of the position and/or their objectives are incompatible with the Library.

The Director or Manager has the full authority to discipline or dismiss any member of staff for just cause. Termination of employment will be administered in accordance with labour standards

Progressive discipline, with the aim of being corrective in nature, will be used in most cases. The breach of rules or regulations and the seriousness of the infraction or violation will determine the nature and severity of the disciplinary action applied.

Disciplinary documentation will be placed in the personnel file after the staff member has read and signed and immediately copied to the staff member.

All discipline or dismissals shall be brought to the attention of the Board Chair

3.20 Grievance and Dispute Resolution

Category	3.20 Grievance and Dispute Resolution
Statutory	NO
Approval History	2018.11. 20
Approval Motion	099L-18
Review Schedule	2021; 2024; 2027

Policy Statement

The Spruce Grove Public Library (SGPL) encourages trustees and staff to communicate their grievances, in order to foster and maintain a supportive, pleasant environment for everyone. The SGPL resolves conflicts that may arise between individual trustees or staff in a timely, fair, transparent and constructive manner. The purpose of this policy is to provide an avenue through which trustees and staff can resolve complaints and conflicts as they arise.

Scope

This policy applies to all SGPL staff and trustees, regardless of status or position.

Definitions

Term	Definition
Grievance	<p>any complaint, problem or concern of a staff or trustee regarding their workplace, duties or professional relationships. Grievances can be filed for any of the following reasons:</p> <ul style="list-style-type: none">• workplace harassment• health and safety• supervisor/colleague or trustee inappropriate behaviour• adverse changes in employment conditions <p>This list is not exhaustive; however, staff and trustees should attempt to resolve less important issues informally before they resort to a formal grievance.</p>

Guiding Principles

- The SGPL shall establish mechanisms to promote fast and efficient resolution of workplace issues.
- All formal avenues for handling of grievances shall be fully documented in determining the appropriate steps and actions.
- No person shall be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue. Staff and trustees are encouraged to share open and without negative recourse.
- Trustees who believe or feel they are being treated disrespectfully, unjustly or unfairly by another trustee or staff shall follow the process(es) outlined in the Board Grievance Protocol.
 - Trustees who believe or feel the resolution process has not been followed appropriately may appeal any decision, in accordance with the process(s) outlined in the Board Grievance protocol.


- Staff who believe or feel they are being treated disrespectfully, unjustly or unfairly by another staff or trustee shall follow the process(es) outlined in the Grievance protocol.
- Staff who believe or feel the resolution process has not been followed appropriately may appeal any decision, in accordance with the process(s) outlined in the Grievance Procedure.
- Staff or trustees who file grievances can
 - follow the steps in the Grievance Procedure (staff) or Grievance Protocol (trustees)
 - refuse to attend formal meetings on their own
 - appeal on any formal decisions
- Staff or trustees who face allegation have the right to
 - receive a copy of the allegations against them
 - respond to the allegations
 - appeal on any formal decisions
- The SGPL is obliged to
 - have formal grievance procedures in place
 - communicate the procedures
 - investigate all grievances promptly
 - treat all those who file grievances equally
 - preserve confidentiality at any stage of the process
 - resolve all grievances when possible
 - respect its no-retaliation principle when staff or trustees file grievances with the SGPL or external agencies

Communication of Policy

A copy of this policy shall be given to new staff and trustees as part of their on-boarding. It shall also be included in the Policy Manual and made available to all staff and trustees.

Review

- This policy shall be formally reviewed at least once every three (3) years or as otherwise required.
- The Policy and HR Committee shall administer and manage the Board Grievance protocol, in consultation with the Board, and review it at least once every three (3) years or as otherwise required. The chair of the Board Policy and HR committee shall bring forward any proposed changes to the Board Grievance protocol to the Board.
- The Director of Library Services shall administer and manage the Grievance protocol and review it at least once every three (3) years or as otherwise required.

	PERSONNEL	
EFFECTIVE DATE: AUGUST 2, 2011	REVISED: OCTOBER 16, 2012 DECEMBER 18, 2012 FEBRUARY 19, 2013 SEPTEMBER 16, 2014 OCTOBER 20, 2015 JANUARY 17, 2017	

3.22 **APPENDICES**

3A – Annual Staff Satisfaction Survey

3B – Employee Code of Conduct Agreement

3C – Wage Grid

3D – Organizational Chart

3E – Job Descriptions

3F – Procedure for Reporting, Investigating and Documenting Incidents of Workplace Violence

3G – Course Application

Appendix 3A - Annual Staff Satisfaction Survey

Department: _____

Supervisor: _____

Period of Evaluation

From: January,

To: Present

Instructions

The Annual Satisfaction Survey is designed for employees to anonymously rate Spruce Grove Public Library management and day-to-day operations. This survey lists the criteria and competencies against which you must rank Spruce Grove Public Library. Spruce Grove Public Library considers these performance factors to be critical to the success of personal, departmental, and company goals. The criteria listed in this evaluation should accurately reflect the Library's overall performance. Where you have the option of rating either your manager or the director, please indicate which you are rating.

In each section rate the Library according to the table below. Be sure to add comments, thoughts, and observations as these are important to the evaluation process. Once all data has been collected, we will communicate openly with employees to address all possible concerns.

1	STRONGLY DISAGREE – Consistently fails to meet expectations
2	DISAGREE – Occasionally fails to meet expectations
3	NEITHER AGREE NOR DISAGREE – Performs at a satisfactory level
4	AGREE – Often exceeds expectations
5	STRONGLY AGREE – Consistently exceeds expectations

Company	
All employees must judge the overall effectiveness of the Library. Are you proud to work at the Library? Would you recommend working at the Library?	
1. I have been well received into the company, and made to feel like part of the team.	
2. In my judgement, this organization is well managed.	
3. Orientation provided a strong impression of the company and provided useful information.	
4. Training was informative and relevant.	
5. Management is interested in the welfare of its employees.	
6. I feel management generally understands the problems we face in our jobs.	
7. I am proud to work for Spruce Grove Public Library.	
8. My job duties have been clearly defined, and are appropriate.	
9. I would recommend employment at Spruce Grove Public Library to my friends.	
10. The company has been professional and courteous in all dealings with me	
11. I feel that there is an open-door policy between myself and my manger/director	
12. My manager/director cares about me and is willing to listen to my questions/suggestions.	
Comments:	

Supervisor Evaluation	
Please evaluate your direct supervisor based on your personal dealings with him/her. Does the supervisor act ethically and fairly in day to day operations? Are deadlines met consistently? Does your supervisor lead by example and provide guidance for you?	
1. I am satisfied with my supervisor/director.	

2. My supervisor is consistent in his/her dealings with all of us.	
3. My supervisor/director listens to our suggestions and problems.	
4. My supervisor gives me credit for work well done.	
5. I feel free to express my honest opinions to my supervisor.	
6. My supervisor has confidence and trust in my abilities.	
7. My supervisor/director encourages myself and my colleagues to give their best effort.	
8. My supervisor provides me with adequate help, training and guidance so that I can improve my performance.	
9. I have trust and confidence in my supervisor/director.	
10. I am satisfied with how my supervisor takes care of complaints.	
11. My supervisor expects too much from me.	
12. My supervisor has enough authority to make changes for the better.	
13. My supervisor/director is a good listener.	
Comments:	
Personal Satisfaction	
Please evaluate your overall satisfaction. Are you happy in your current role? Do you see yourself at the company long term? Is there a clear path for career progression? Are you paid properly for your work?	
1. I enjoy the day-to-day activities of performing my job.	
2. I see myself at Spruce Grove Library long term.	
3. I am efficient in performing my job.	

4. The work I produce is high quality.	
5. I have to go through a lot of 'red tape' to get my job done.	
6. My job gives me a personal sense of satisfaction.	
7. I have a clear path towards job progression.	
8. Our company does a good job of meeting my needs as an individual.	
9. Overall, I am satisfied with this organization.	
10. I have clear expectations and understanding of my job duties and what is required of me.	
11. I receive proper praise and recognition when I perform my job beyond expectations.	
Comments:	

Compensation and Opportunities

Does the Library pay you adequately? Is there opportunity for long term career progression? Do you understand your pay rise procedure? Are there clear benchmarks towards career progression?

1. I am paid fairly for the work I do.	
2. I understand how my pay is determined	
3. I am satisfied with how pay raises are determined	
4. I feel that the benefits package offered by Spruce Grove Public Library is attractive.	
5. I can be sure of a job with Spruce Grove Public Library as long as I do good work.	
6. There is an opportunity for long term career progression.	
7. I have the chance to achieve my goals at work.	

Comments:

Working Conditions

Please rate your working conditions. Are working conditions safe? Are you overworked? Are the hours of work agreeable?

1. The hours of work are agreeable	
2. Working conditions around my job are good.	
3. The workload is fairly distributed.	
4. Work is well organised at Spruce Grove Public Library.	
5. Too much work is expected of employees in my area.	
6. Working conditions here are safe.	

Comments:

Appendix 3B – Employee Code of Conduct Agreement

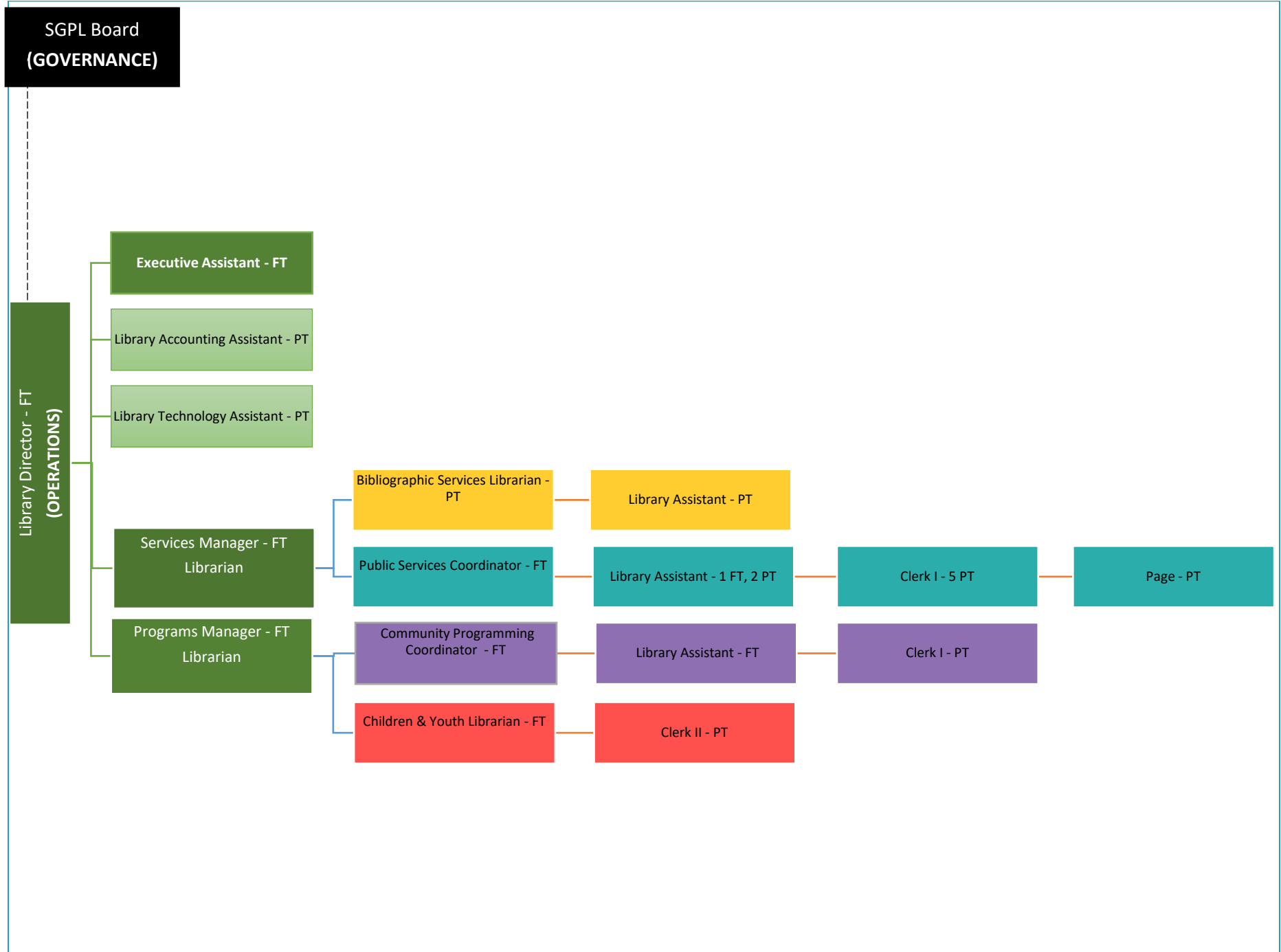
Spruce Grove Public Library Employee Code of Conduct Agreement

I agree to the following:

- ☐ I have been given a copy of the Employee Code of Conduct Guide.
- ☐ I have read and understand the terms of the Employee Code of Conduct
- ☐ I agree to the terms and conditions of the Employee Code of Conduct, including the monitoring by management of my desktop computer, network account, email account and Internet activities.
- ☐ I understand that consequences of violations include, but are not limited to Disciplinary action by the Director or Supervisor.

Employee (print name)	Signature
Witness (print name)	Signature
Date:	

2020 APPROVED Grid Based on a CPI increase (1.5% COLA) between grids and 1.5% "Merit" increases between levels Employees will now move a level on the grid if they achieve a "merit" increase.							MERIT Factor:	1.015	COLA Factor:	1.015	
Position	Pay Band	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8	Level 9	Level 10
Page	1	\$15.45	\$15.69	\$15.92	\$16.16	\$16.40	\$16.65	\$16.90	\$17.15	\$17.41	\$17.67
Clerk I	2	\$16.44	\$16.69	\$16.94	\$17.19	\$17.45	\$17.71	\$17.98	\$18.25	\$18.52	\$18.80
Clerk II	3	\$19.70	\$19.99	\$20.29	\$20.60	\$20.91	\$21.22	\$21.54	\$21.86	\$22.19	\$22.52
Library Assistant/ Technician	4	\$25.15	\$25.53	\$25.91	\$26.30	\$26.69	\$27.09	\$27.50	\$27.91	\$28.33	\$28.75
Supervisor/Librarian	5	\$32.67	\$33.16	\$33.66	\$34.16	\$34.67	\$35.19	\$35.72	\$36.26	\$36.80	\$37.35
Manager /Librarian	6	\$37.29	\$37.85	\$38.42	\$39.00	\$39.58	\$40.18	\$40.78	\$41.39	\$42.01	\$42.64
Director	Contract	\$55.25	\$56.08	\$56.92	\$57.77	\$58.64	\$59.52	\$60.41	\$61.32	\$62.24	\$63.17
2021 APPROVED Grid Based on a CPI increase (1.5% COLA) between grids and 1.5% "Merit" increases between levels Employees will now move a level on the grid if they achieve a "merit" increase.							MERIT Factor:	1.015	COLA Factor:	1.015	
Position	Pay Band	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8	Level 9	Level 10
Page	1	\$15.69	\$15.92	\$16.16	\$16.40	\$16.65	\$16.90	\$17.15	\$17.41	\$17.67	\$17.93
Clerk I	2	\$16.69	\$16.94	\$17.19	\$17.45	\$17.71	\$17.98	\$18.25	\$18.52	\$18.80	\$19.08
Clerk II	3	\$19.99	\$20.29	\$20.60	\$20.91	\$21.22	\$21.54	\$21.86	\$22.19	\$22.52	\$22.86
Library Assistant/ Technician	4	\$25.53	\$25.91	\$26.30	\$26.69	\$27.09	\$27.50	\$27.91	\$28.33	\$28.75	\$29.19
Supervisor/Librarian	5	\$33.16	\$33.66	\$34.16	\$34.67	\$35.19	\$35.72	\$36.26	\$36.80	\$37.35	\$37.91
Manager /Librarian	6	\$37.85	\$38.42	\$39.00	\$39.58	\$40.18	\$40.78	\$41.39	\$42.01	\$42.64	\$43.28
Director	Contract	\$56.08	\$56.92	\$57.77	\$58.64	\$59.52	\$60.41	\$61.32	\$62.24	\$63.17	\$64.12
2022 NEW proposed Grid Based on a CPI increase (1.5% COLA) between grids and 1.5% "Merit" increases between levels Employees will now move a level on the grid if they achieve a "merit" increase.							MERIT Factor:	1.015	COLA Factor:	1.015	
Position	Pay Band	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8	Level 9	Level 10
Page	1	\$15.92	\$16.16	\$16.40	\$16.65	\$16.90	\$17.15	\$17.41	\$17.67	\$17.93	\$18.20
Clerk I	2	\$16.94	\$17.19	\$17.45	\$17.71	\$17.98	\$18.25	\$18.52	\$18.80	\$19.08	\$19.37
Clerk II	3	\$20.29	\$20.60	\$20.91	\$21.22	\$21.54	\$21.86	\$22.19	\$22.52	\$22.86	\$23.20
Library Assistant/ Technician	4	\$25.91	\$26.30	\$26.69	\$27.09	\$27.50	\$27.91	\$28.33	\$28.75	\$29.19	\$29.62
Supervisor/Librarian	5	\$33.66	\$34.16	\$34.67	\$35.19	\$35.72	\$36.26	\$36.80	\$37.35	\$37.91	\$38.48
Manager /Librarian	6	\$38.42	\$39.00	\$39.58	\$40.18	\$40.78	\$41.39	\$42.01	\$42.64	\$43.28	\$43.93
Director	Contract	\$56.92	\$57.77	\$58.64	\$59.52	\$60.41	\$61.32	\$62.24	\$63.17	\$64.12	\$65.08





Appendix E - Job Description: Programs Manager Librarian

EFFECTIVE DATE: NOVEMBER 18, 2020

REVIEW DATE: OCTOBER 2023

1 Position Information

Position/Department: Programs Manager Librarian

Pay Band: 6 - Manager/Librarian

Responsible To: Director of Library Services

Responsible For: The development of strategic direction that implements the library's Plan of Service, within the Community Services, and Children/Youth departments. Is the Person in Charge (PIC).

2 Purpose

To inspire a vision and direct the development of responsive community library programs and services at the highest ethical and professional standards. Provide direct leadership to and management of Supervisors and support their supervision of Library Assistants and Clerks.

All Spruce Grove Public Library employees uphold and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations, Statements of Intellectual Freedoms, as well as the Library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission, Values and Code of Conduct; Plan of Service; Policies; Health and Safety Program; and Budget.

3 Duties and Responsibilities

General Duties:

- Maintain an expertise in trends and innovation in library service including materials, programs and technology;
- Direct the development, implementation and evaluation of departmental procedures and best practices;
- Exercise fiscal prudence within departmental budgets and provides recommendations on future budgets based on the Plan of Service and statistical evidence from the previous year;
- Act as a liaison between other libraries or organizations to problem solve;
- Report regularly on achievements of the goals and objectives outlined in the Plan of Service;
- Participate with the Management Team to set annual strategic priorities;
- Makes decisions based on departmental data and statistics.

Leadership Duties:

- Is an active participant on the Leadership Team and Management Team.
- Is the PIC (Person in Charge) by providing leadership to staff, enforcing the public code of conduct, making decisions, or enacting emergency protocol or procedures;
- Train, supervise, and evaluate relevant staff and volunteers;
- Provide leadership, mentorship, coaching, expertise, and direction to staff as required;



Appendix E - Job Description: Programs Manager Librarian

EFFECTIVE DATE: NOVEMBER 18, 2020

REVIEW DATE: OCTOBER 2023

- Connect with the community and maintains an awareness of local happenings and events to cultivate mutually beneficial partnerships;

Community Services:

- Provide professional expertise and support in the development and delivery of community programs;
- Oversee department spending plan and makes purchases as required.
- Oversee the Little Free Libraries program, assists with delivery of materials and vetting of donations.

Children & Youth Services:

- Support grant procurement for special projects or seasonal staff as opportunity arises;
- Provide professional expertise and support in the development and delivery of early literacy and youth programs
- Oversee department spending plan and makes purchases as required.

Public Services:

- Provide professional expertise and support in the development and delivery of public library services in the following areas:
 - reference services including reader's advisory, research, technology literacy, and specialized information requests;
 - circulation services

Promotion & Community Engagement:

- Oversee marketing of library programs, services, and resources to the community;
- Promote relevant library programs and services through face to face interactions, print publications, local media, social media, website, displays and outreach;
- Act as an SGPL ambassador within the community;
- Communicate departmental happenings throughout the organization;
- Engage in the community to develop responsive and relevant library services.

4 Know-How and Ability

		Required	Preferred
Education and Training	Master's Degree (MLIS) from an ALA accredited program	X	
Experience	Minimum five years' community service experience	X	
	Minimum of two years' management experience		X
	Minimum of two years' library experience	X	



Appendix E - Job Description: Programs Manager Librarian

EFFECTIVE DATE: NOVEMBER 18, 2020

REVIEW DATE: OCTOBER 2023

Knowledge/ Skills/ Abilities	Community service priority focus	X	
	Effective independent and collaborative teamwork	X	
	Exceptional understanding and application of library technology and emerging trends	X	
	Strong technology and computer skills	X	
	Exceptional verbal and written communication and interpersonal skills	X	
	Effective judgment and problem-solving skills	X	
	Effective organizational and time management skills	X	
	Exceptional attention to detail	X	
	Valid Emergency First Aid Certificate		X

5 Additional Information

It is recommended that this employee live in the tri-municipal area given a large portion of the job is community service and civic engagement. A valid driver's license and reliable vehicle for occasional work use with two million (\$2,000,000) of motor vehicle liability insurance coverage is required. This position frequently requires moving library materials in/on bags, bins, carts and may involve reaching high and low library shelving; accommodations will be made for those who require it.

6 Signatures

Name	Signature	Date (MM/DD/YYYY)
Manager	Manager	
Director, Library Services	Director, Library Services	



Appendix E - Job Description: Services Manager Librarian

EFFECTIVE DATE: NOVEMBER 18, 2020

REVIEW DATE: OCTOBER 2023

1 Position Information

Position/Department: Services Manager Librarian

Pay Band: 6 - Manager/Librarian

Responsible To: Director of Library Services

Responsible For: The development of strategic direction that implements the library's Plan of Service, within the Bibliographic Services, Check In / ILL, and Public Services departments. Is the Person in Charge (PIC).

2 Purpose

To inspire a vision and direct the development of responsive public library programs and services at the highest ethical and professional standards. Provide direct leadership to and management of Supervisors and support their supervision of Library Assistants and Clerks.

All Spruce Grove Public Library employees uphold and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations, Statements of Intellectual Freedoms, as well as the Library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission, Values and Code of Conduct; Plan of Service; Policies; Health and Safety Program; and Budget.

3 Duties and Responsibilities

General Duties:

- Maintain an expertise in trends and innovation in library service including materials, programs and technology;
- Direct the development, implementation and evaluation of departmental procedures and best practices;
- Exercise fiscal prudence within departmental budgets and provides recommendations on future budgets based on the Plan of Service and statistical evidence from the previous year;
- Act as a liaison between other libraries or organizations to problem solve;
- Report regularly on achievements of the goals and objectives outlined in the Plan of Service;
- Participate with the Management Team to set annual strategic priorities;
- Make decisions based on departmental data and statistics.

Leadership Duties:

- Is an active participant on the Management Team and Leadership Team.
- Is the PIC (Person in Charge) by providing leadership to staff, enforcing the public code of conduct, making decisions, or enacting emergency protocol or procedures;
- Train, supervise, and evaluate relevant staff and volunteers;
- Provide leadership, mentorship, coaching, expertise, and direction to staff as required;



Appendix E - Job Description: Services Manager Librarian

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- Develop, maintain, and evaluate a valuable and rewarding volunteer program;
- Develop volunteer recognition programs/events.

Bibliographic Services:

- **Oversee**
 - Collection development including satellite collections;
 - Collection budget and departmental spending plans;
 - Supervision and training of department staff and volunteers.

Check In / ILL Services:

- **Oversee**
 - Department operations and workflows;
 - Supervision and training of department staff and volunteers.

Public Services:

- **Oversee**
 - Department operations and workflows;
 - Supervision and training of department staff and volunteers;
- Provides professional expertise and support in the development and delivery of public library services in the following areas:
 - reference services including reader's advisory, research, technology literacy, and specialized information requests;
 - circulation services.

Promotion & Community Engagement:

- Act as an SGPL ambassador within the community;
- Communicate departmental happenings throughout the organization;
- Engage in the community to develop responsive and relevant library services.

4 Know-How and Ability

		Required	Preferred
Education and Training	Master's Degree (MLIS) from an ALA accredited program	X	
Experience	Minimum five years' customer service experience	X	
	Minimum of two years' management experience		X
	Minimum of two years' library experience	X	
	Effective independent and collaborative teamwork	X	



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Knowledge/ Skills/ Abilities	Exceptional understanding and application of library technology and emerging trends	X	
	Strong technology and computer skills	X	
	Exceptional verbal and written communication and interpersonal skills	X	
	Effective judgment and problem-solving skills	X	
	Effective organizational and time management skills	X	
	Exceptional attention to detail	X	
	Valid Emergency First Aid Certificate		X

5 Additional Information

A valid driver's license and reliable vehicle for occasional work use with two million (\$2,000,000) of motor vehicle liability insurance coverage is required. This position frequently requires moving library materials in/on bags, bins, carts and may involve reaching high and low library shelving; accommodations will be made for those who require it.

6 Signatures

Name	Signature	Date (MM/DD/YYYY)
Manager	Manager	
Director, Library Services	Director, Library Services	



Appendix E - Job Description: Executive Assistant

EFFECTIVE DATE: NOVEMBER 18, 2020

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1	Position Information
Position Title: Executive Assistant	
Pay Band: 5 - Supervisor/Librarian	
Responsible To: Library Director	
Responsible For: Administrative Assistant - Technology, Administrative Assistant - Accounting	
2	Purpose
<p>The Executive Assistant & Board Secretary - provides professional administrative expertise in support of library services to the Library Director, Managers, and Departmental Supervisors. The Executive Assistant manages all aspects of human resource support, facility bookings, grant reporting, meeting support, and records management. Executive Assistants develop, maintain, and evaluate relevant standards and procedures using their education, training, and experience.</p> <p>Spruce Grove Public Library employees support and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations as well as the library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission and Values; Plan of Service; Policies; Health and Safety Program; and Budget.</p>	
3	Duties and Responsibilities
General Duties:	<ul style="list-style-type: none">• Provide administrative support to the Director of Library Services, Managers, and Supervisors;• Active participant of the Management Team and Leadership Team;• Oversee the library records management system;• Oversee library room bookings and schedule appointments and meetings using the electronic calendar system (Outlook/SharePoint);• Oversee the ordering and maintenance of the library office, kitchen and meeting room supplies;• Oversee relationships with vendors, customers, community groups, and other partnering organizations;• Provide Human Resource and payroll support to Management;• Compiles reports and contributes to the Board package;• Fill in where necessary.
Health and Safety	<ul style="list-style-type: none">• Manage the Health and Safety program;• Sit on the SGPL Health and Safety committee;• Make recommendations to the Director regarding health and safety of workers• Maintain all health and safety records.
Secretary to the Board	<ul style="list-style-type: none">• Provides support to the Board Chair and Director of Library Services• May be designated as a staff signatory for the Board• Records, communicates, and stores the meeting minutes and policy changes;• Maintains official records of the organization and Board;



Appendix E - Job Description: Executive Assistant

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4

Education, Experience, and Core Competencies

		Required	Preferred
Education and Training	Office Administration Diploma or a combination of courses and experience may be considered	X	
Experience	Minimum two years related library or not-for-profit experience	X	
	Minimum 2 years office administration experience	X	
	Supervisory experience	X	
Knowledge/ Skills/ Abilities	Demonstrated Customer Service skills	X	
	Works effectively both independently and collaboratively within a team environment	X	
	Strong technology and computer skills including proficiency with computers and mobile devices, MS Office, social media applications, and familiarity with a variety of office technology and software	X	
	Excellent verbal and written communication and interpersonal skills	X	
	Effective judgment and problem solving	X	
	Effective time management skills	X	
	Exceptional attention to detail	X	
	Valid Emergency First Aid Certificate	X	
	Proficient with QuickBooks accounting software		X

5 Additional Information

A valid driver's license and reliable vehicle for occasional work use with two million (\$2,000,000) of motor vehicle liability insurance coverage is required. This position frequently requires moving library materials in/on bags, bins, carts and may involve reaching high and low library shelving; accommodations will be made for those who require it.

6

Signatures

	Name	Signature	Date (MM/DD/YYYY)
Employee			
Director, Library Services			



Appendix E - Job Description: Library Accounting Assistant

EFFECTIVE DATE: NOVEMBER 18, 2020

REVIEW DATE: JANUARY 2021

1	Position Information			
Position Title: Library Accounting Assistant				
Pay Band: #4 - Library Assistant				
Responsible To: Library Director, Managers, Executive Assistant				
Responsible For: All aspects of accounting and financial reporting				
2	Purpose			
Provides professional accounting support to the Library Director, Management Team, and Leadership Team.				
Spruce Grove Public Library employees support and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations as well as the library’s corporate culture as embodied in the Spruce Grove Public Library’s Vision, Mission and Values; Plan of Service; Policies; Health and Safety Program; and Budget.				
3	Duties and Responsibilities			
General:	<ul style="list-style-type: none">• Manage day-to-day bookkeeping;• Manage patron accounts;• Facilitate library room bookings and schedule appointments and meetings using the electronic calendar system (Outlook/SharePoint);• Facilitate relationships with vendors, customers, and other partnering organizations;• Facilitate records management for accounting documents;• Manage grant reports and sponsorship documentation;• Manage Charitable Tax Returns and GST rebates;• Maintain timely correspondence with donors, sponsors, and other funders;• Complete monthly payroll data entries, monthly financial statements and quarterly budget forecasts;• Contribute to Monthly Library Board Reports;• Support Director of Library Services during annual audit process;• Submit annual WCB Annual Return, Charity Tax Return, and GST Rebate reports;• Recommend internal financial controls.• Fills in as necessary.			
4	Education, Experience, and Core Competencies			
			Required	Preferred
Education and Training	Accounting Technician Diploma or a combination of courses and experience may be considered		X	



Appendix E - Job Description: Library Accounting Assistant

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Experience	Minimum two years related library or not-for-profit experience	X	
	Minimum 2 years book-keeping experience	X	
	Supervisory experience		X
Knowledge / Skills / Abilities	Demonstrated Customer Service skills	X	
	Works effectively both independently and collaboratively within a team environment	X	
	Strong technology and computer skills	X	
	Excellent verbal and written communication and interpersonal skills	X	
	Effective judgment and problem solving	X	
	Effective time management skills	X	
	Exceptional attention to detail	X	
	Proficient with QuickBooks accounting software	X	

5	Signatures		
	Name	Signature	Date (MM/DD/YYYY)
Employee			
Director, Library Services			



Appendix E - Job Description: Library Technology Assistant

EFFECTIVE DATE: NOVEMBER 18, 2020

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1

Position Information

Position: Library Technology Assistant

Pay Band: #4 - Library Assistant

Responsible To: Library Director, Managers, Executive Assistant

Responsible For: All aspects of library technology, IT systems, and equipment

2

Purpose

Provides professional technology support to the Library Director, Management Team, and Leadership Team.

Spruce Grove Public Library employees support and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations as well as the library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission and Values; Plan of Service; Policies; Health and Safety Program; and Budget.

3

Duties and Responsibilities

General:

- Manage and implement day-to-day technology support to all staff and patrons;
- Manage and implement day-to-day technology maintenance;
- Communicates technology issues, updates, and trends to staff and patrons;
- Support director with IT training for staff and volunteers;
- Facilitate relationships with vendors, customers, and other partnering organizations;
- Facilitate records management for technology documents;
- Manage planning, purchasing, and maintenance of all technology and equipment;
- Maintain timely correspondence and warranties with vendors and other third-parties;
- Complete monthly statistical reports;
- Contribute to monthly Library Board reports;
- Support Director of Library Services during replacement plan process;
- Recommend technology and equipment purchases;
- Recommend internal technology and online security controls;
- Fills in as necessary.

4

Education, Experience, and Core Competencies

		Required	Preferred
Education and Training	Information Technology Diploma or a combination of courses and experience may be considered	X	
Experience	Minimum two years related library or not-for-profit experience	X	



Appendix E - Job Description: Library Technology Assistant

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	Minimum 2 years information technology management experience	X	
	Supervisory experience		X
Core Competencies	High degree of resourcefulness, flexibility and adaptability	X	
	Ability to work effectively independently and make decisions	X	
	Excellent technology and computer skills including proficiency with computers and mobile devices, MS Office, social media applications, and familiarity with a variety of office technology and software	X	
	Excellent verbal and written communication and interpersonal skills	X	
	Effective judgment and problem-solving skills	X	
	Effective time management skills	X	
	Excellent organizational skills, including the ability to operate in a multitasking environment, to abide by deadlines, to meet goals, and conduct short and long-term planning	X	
	Knowledge of current technology trends as they apply to libraries and the ability to incorporate them as appropriate	X	

5

Signatures

	Name	Signature	Date (MM/DD/YYYY)
Employee			
Director of Library Services			



Appendix E - Job Description: Library Assistant

EFFECTIVE DATE: NOVEMBER 18, 2020

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1 Position Information

Position/Department: Library Assistant, As Assigned: Public Services; Check In/ ILL; Bibliographic Services; Community Services; Children & Youth Services

Pay Band: 4 - Library Assistant/Technician

Responsible To: Supervisor/Manager

Responsible For: Providing library programs and services throughout the library. Acting as the Person in Charge (PIC).

2 Purpose

To develop and provide programs and services at the highest ethical and professional standards engaging in the transfer of information within the community. Using their practical skills, Library Assistants provide direct support to Supervisors and provide leadership and supervision to Clerks across departments.

All Spruce Grove Public Library employees uphold and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations, Statements of Intellectual Freedom, as well as the Library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission, Values and Code of Conduct; Plan of Service; Policies; Health and Safety Program; and Budget

3 Duties and Responsibilities

General Duties:

- Provide customer service to patrons throughout the library.
- Collect and reports on statistics within the department;
- Maintain tidy staff and public areas;
- Maintain an awareness and understanding of current trends in and innovation in library service including popular materials and technology;
- Develop, and maintain departmental planning documents.
- Assume responsibility for implementing and evaluating departmental procedures and best practices.
- Provide administrative, operational support to the department Supervisors and Managers.
- Act as a liaison between other libraries or organizations to problem solve;
- Perform opening and closing duties.
- Fill in where necessary;

Leadership Duties:

- Act as the PIC (Person in Charge) as required, enforcing the public code of conduct, or enacting emergency protocol or procedures;
- Support in the development, evaluation, supervision, leadership, and mentorship of Library Clerks.



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Public Services Duties:

- Provide expertise in troubleshooting patron accounts and investigating fines and fees.
- Perform circulation of materials (check-out) at the front desk;
- Create and manage library patron accounts and files with accuracy in accordance with FOIP legislation.
- Perform accurate and consistent monetary transactions and daily cash reconciliation;
- Support patrons with general inquiries, computers, internet, public catalogue, technology, document services, gaming, material location;
- Provide training and assistance to customers on library usage including but not limited to finding materials, accessing technology, and using e-resources and the library website;
- Provide tours, of the library for library patrons.
- Develop and distributes guides, reading lists, and other instructional material;
- Provide reference services including reader's advisory, research, technology literacy and specialized information requests.
- Refer patrons to appropriate staff for specialized assistance.
- Receive, create records, and distribute out of system loans to patrons.
- Process the return of out of system loans using appropriate software

Check In/ ILL:

- Perform check-in of materials, collection of holds, shipping/receiving of interlibrary loans, and shelving as required.
- Develop, coordinate, deliver and evaluate day to day department operations and workflows.
- Oversee shelving staff and volunteers and assigns shelving responsibility as needed;
- Oversee library holds and assigns holds responsibility as needed;

Bibliographic Services:

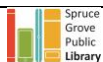
- Support bibliographic services by vetting donations, performing shipping/receiving duties, creating bibliographic and item records, completing materials processing; and managing damaged materials.
- Maintain all library collections as directed;
- Stay up to date with current trends in bibliographic services;
- Support in the acquisition of library materials, in accordance with library policies and departmental procedures.

Community Services:

- Develop, deliver and evaluate comprehensive, library programs and services, relevant outreach services, and special events.
- Evaluate and maintain relevant gaming systems.
- Evaluate and maintain materials for Little Free Libraries.

Children & Youth Services:

- Develop, deliver, and evaluate relevant programs, services
- Supports in the development of resource lists highlighting relevant materials and services.



Appendix E - Job Description: Library Assistant

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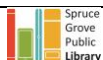
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Marketing & Community Engagement:

- Act as an SGPL ambassador within the community;
- Develop and evaluate content, markets and promote library programs and services through print publications, social media, website, and outreach;
- Develop and evaluate relevant, timely, and attractive promotional displays;
- Develop and maintain good working relationships between library departments;

4 Know-How and Ability

		Required	Preferred
Education and Training	Library Technician Diploma or MLIS	X	
Experience	Minimum two years related library and customer service experience	X	
	Supervisory experience		X
	Experience providing reference and reader's advisory services	X	
	Experience planning, delivering, and evaluating programs	X	
	Customer priority focus	X	
Knowledge/ Skills/Abilities	Works effectively, independently, and collaboratively within a team environment	X	
	Excellent understanding of emerging trends in library service and the confidence to apply them	X	
	Strong technology and computer skills including proficiency with computers and mobile devices, -and familiarity with a variety of -software including MS Office, and Outlook.	X	
	Strong understanding of network administration or accounting for charities and not for profit organizations is required when performing duties in these areas	X	
	Knowledge of the community in and around the City of Spruce Grove, as well as the Spruce Grove Public Library		X
	Effective verbal and written communication and interpersonal skills	X	
	Effective judgment and problem solving	X	



Appendix E - Job Description: Library Assistant

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	Effective time management skills	X	
	Exceptional attention to detail	X	
	Knowledge of MARC records, AACR2, RDA, cataloging standards, and Dewey Decimal classification	X	
	Valid Emergency First Aid Certificate		X

5 Additional Information

Physical requirements in this position include lifting to 30 lbs. of library materials, reaching to place materials on shelves, pushing and pulling book drop bins and carts, and frequent standing, sitting, walking, and bending.

6 Signatures

Name	Signature	Date (MM/DD/YYYY)
Employee	Employee	
Director, Library Services	Director, Library Services	



Appendix E - Job Description: Bibliographic Services Librarian

EFFECTIVE DATE: NOVEMBER 18, 2020

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1 Position Information

Position/Department: Bibliographic Services Librarian

Pay Band: 5 - Supervisor/Librarian

Responsible To: Services Manager Librarian

Responsible For: The overall administration of the department including the supervision and leadership of staff and volunteers working therein. Acts as the Person in Charge (PIC).

2 Purpose

To lead the identification, development and provision of programs and services at the highest ethical and professional standards to enable the transfer of information and foster community engagement. Provide direct support to management and provide leadership and supervision to Library Assistants and Clerks.

All Spruce Grove Public Library employees uphold and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations, Statements of Intellectual Freedoms, as well as the Library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission, Values and Code of Conduct; Plan of Service; Policies; Health and Safety; and Budget.

3 Duties and Responsibilities

General Duties:

- Maintain an awareness and understanding of current trends and innovation in library service including popular materials and technology;
- Assume responsibility of all aspects of developing, implementing, evaluating and maintaining departmental procedures and best practices;
- Exercise fiscal prudence within departmental budgets and provides recommendations on future budgets based on the Plan of Service and statistical evidence from the previous year;
- Act as a liaison between other libraries or organizations to problem solve;
- Contribute to monthly Library Board reports
- Collect, analyze and report on statistic in their department for budgeting and decision making;
- Train and support appropriate volunteers.
- Assist in the development, implementation, and evaluation of all aspects of the planning, administrative, financial, and technological structure within the organization.

Leadership Duties:

- Is an active participant on the Leadership Team;



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- Act as the PIC (Person in Charge) when required by providing leadership to staff, enforcing the public code of conduct, or enacting emergency protocol or procedures;
- Train, supervise, and evaluate relevant staff in consultation with Library Management;
- Provides leadership, mentorship, coaching, expertise, and direction to staff as required;
- Coordinate appropriate volunteers.

Bibliographic Services:

- Act as the authority on the development of relevant public library collections and resources for patrons and staff;
- Coordinate collection development initiatives by acquiring materials for relevant library collections including satellite collections.
- Develop, evaluate and maintain relevant library collections; Bibliographic records in accordance with industry standards;
- Coordinate purchases for the library's Sponsor the Stacks fund development initiative.

Public Services:

- Provide professional expertise and support in the development and delivery of public library services in the following areas:
 - reference services including reader's advisory, research, technology literacy, specialized information requests, and use of e-resources and website.

Promotion & Community Engagement:

- Act as an SGPL ambassador within the community;
- Promote relevant library programs and services through face to face interactions, print publications, local media, social media, website, displays and outreach;
- Communicate departmental happenings throughout the organization;
- Engage in the community to develop responsive and relevant library services.

4 Know-How and Ability

		Required	Preferred
Education and Training	Master's Degree (MLIS) from an ALA accredited program or equivalent, a Library Technician Diploma plus additional experience or a degree in a related field may be considered	X	
Experience	Minimum of two years' collection development experience	X	
	Minimum of two years' supervisory experience		X
	Minimum of two years' library experience	X	
	Effective independent and collaborative teamwork	X	



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Knowledge/ Skills/ Abilities	Exceptional understanding and application of library technology and emerging trends	X	
	Strong technology and computer skills	X	
	Exceptional verbal and written communication and interpersonal skills	X	
	Effective judgment and problem-solving skills	X	
	Effective organizational and time management skills	X	
	Exceptional attention to detail	X	
	Valid Emergency First Aid Certificate		X

5 Additional Information

A valid driver's license and reliable vehicle for occasional work use with two million (\$2,000,000) of motor vehicle liability insurance coverage is required. This position frequently requires moving library materials in/on bags, bins, carts and may involve reaching high and low library shelving; accommodations will be made for those who require it.

6 Signatures

Name	Signature	Date (MM/DD/YYYY)
Employee	Employee	
Director, Library Services	Director, Library Services	



Appendix E - Job Description: Children & Youth Librarian

EFFECTIVE DATE: NOVEMBER 18, 2020

REVIEW DATE: OCTOBER 2023

1 Position Information

Position/Department: Children & Youth Librarian

Pay Band: 5 - Supervisor/Librarian

Responsible To: Programs Manager Librarian

Responsible For: The overall administration of the department including the supervision and leadership of staff and volunteers working therein. Acts as the Person in Charge (PIC).

2 Purpose

To lead the identification, development and provision of programs and services at the highest ethical and professional standards to enable the transfer of information and foster community engagement. Provide direct support to management and provide leadership and supervision to Library Assistants and Clerks.

All Spruce Grove Public Library employees uphold and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations, Statements of Intellectual Freedoms, as well as the Library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission, Values and Code of Conduct; Plan of Service; Policies; Health and Safety Program; and Budget.

3 Duties and Responsibilities

General Duties:

- Maintain an awareness and understanding of current trends and innovation in library service including popular materials and technology;
- Assume responsibility of all aspects of developing, implementing, evaluating and maintaining departmental procedures and best practices;
- Support grant procurement for special projects or seasonal staff as opportunity arises;
- Exercise fiscal prudence within departmental budgets and provides recommendations on future budgets based on the Plan of Service and statistical evidence from the previous year;
- Act as a liaison between other libraries or organizations to problem solve;
- Contribute to monthly Library Board reports
- Collect, analyze and report on statistics in their department for budgeting and decision making.
- Train and support appropriate volunteers;
- Assist in the development, implementation, and evaluation of all aspects of the planning, administrative, financial, and technological structure within the organization.



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Leadership Duties:

- Is an active participant on the Leadership Team;
- Act as the PIC (Person in Charge) when required by providing leadership to staff, enforcing the public code of conduct, or enacting emergency protocol or procedures;
- Train, supervise, and evaluate relevant staff in consultation with Library Management;
- Provide leadership, mentorship, coaching, expertise, and direction to staff as required;
- Coordinate appropriate volunteers.

Children & Youth Services:

- Coordinate, develop, deliver and evaluate innovative, comprehensive, and relevant programs, services, outreach and special events;
- Develop, coordinate, and evaluate resource lists highlighting relevant materials and services;
- Develop the department spending plan and makes purchases as required in consultation with library management;
- Develop, evaluate and maintain relevant library collections.

Public Services:

- Provide professional expertise and support in the development and delivery of public library services in the following areas:
 - reference services including reader's advisory, research, technology literacy, specialized information requests, and use of e-resources and website.

Promotion & Community Engagement:

- Act as an SGPL ambassador within the community;
- Promote relevant library programs and services through face to face interactions, print publications, local media, social media, website, displays and outreach;
- Communicate departmental happenings throughout the organization;
- Engage in the community to develop responsive and relevant library services.

4 Know-How and Ability

		Required	Preferred
Education and Training	Master's Degree (MLIS) from an ALA accredited program or equivalent, a Library Technician Diploma plus additional experience or a degree in a related field may be considered	X	
Experience	Minimum two years' program development & delivery experience	X	
	Minimum of one year of collection development experience		X
	Minimum of two years' supervisory experience		X
	Minimum of two years' library experience	X	



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Knowledge/ Skills/ Abilities	Effective independent and collaborative teamwork	X	
	Exceptional understanding and application of library technology and emerging trends	X	
	Strong technology and computer skills	X	
	Exceptional verbal and written communication and interpersonal skills	X	
	Effective judgment and problem-solving skills	X	
	Effective organizational and time management skills	X	
	Exceptional attention to detail	X	
	Valid Emergency First Aid Certificate		X
5 Additional Information			
A valid driver's license and reliable vehicle for occasional work use with two million (\$2,000,000) of motor vehicle liability insurance coverage is required. This position frequently requires moving library materials in/on bags, bins, carts and may involve reaching high and low library shelving; accommodations will be made for those who require it.			

6 Signatures		
Name	Signature	Date (MM/DD/YYYY)
Employee	Employee	
Director, Library Services	Director, Library Services	



Appendix E - Job Description: Community Programming Coordinator

EFFECTIVE DATE: NOVEMBER 18, 2020

REVIEW DATE: OCTOBER 2023

1 Position Information

Position/Department: Community Programming Coordinator

Pay Band: 5 - Supervisor/Librarian

Responsible To: Programs Manager Librarian

Responsible For: The overall coordination of the department including the supervision and leadership of staff and volunteers working therein. Acts as the Person in Charge (PIC).

2 Purpose

To lead the identification, development and provision of programs and services at the highest ethical and professional standards to enable the transfer of information and foster community engagement. Provide direct support to management and provide leadership and supervision to Library Assistants and Clerks.

All Spruce Grove Public Library employees uphold and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations, Statements of Intellectual Freedoms, as well as the Library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission, Values and Code of Conduct; Plan of Service; Policies; Health and Safety Program; and Budget.

3 Duties and Responsibilities

General Duties:

- Maintain an awareness and understanding of current trends and innovation in library service including popular materials and technology;
- Assume responsibility of all aspects of developing, implementing, evaluating and maintaining departmental procedures and best practices;
- Support grant procurement for special projects or seasonal staff as opportunity arises;
- Exercise fiscal prudence within departmental budgets and provides recommendations on future budgets based on the Plan of Service and statistical evidence from the previous year;
- Act as a liaison between other libraries or organizations to problem solve;
- Write regular reports, including contributions to monthly Library Board reports
- Collect, analyze and report on statistics in their department for budgeting and decision making.
- Train and support appropriate volunteers.
- Assist in the development, implementation, and evaluation of all aspects of the planning, administrative, financial, and technological structure within the organization;



Appendix E - Job Description: Community Programming Coordinator

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Leadership Duties:

- Is an active participant on the Leadership Team.
- Acts as the PIC (Person in Charge) when required by providing leadership to staff, enforcing the public code of conduct, or enacting emergency protocol or procedures;
- Train, supervise, and evaluate relevant staff in consultation with Library Management;
- Provide leadership, mentorship, coaching, expertise, and direction to staff as required;
- Coordinate appropriate volunteers.

Community Services:

- Coordinate, develop, deliver and evaluate innovative, comprehensive, and relevant programs.

Public Services:

- Provide professional expertise and support in the development and delivery of public library services in the following areas:
 - reference services including reader's advisory, research, technology literacy, specialized information requests, and use of e-resources and website
- Evaluate and maintain Little Free Library collections.

Promotion & Community Engagement:

- Promote relevant library programs and services through face to face interactions, print publications, local media, social media, website, displays and outreach;
- Act as an SGPL ambassador within the community;
- Communicate departmental happenings throughout the organization;
- Engage in the community, stays current on local community happenings and events in order to cultivate beneficial partnerships and develop responsive and relevant library services.

4 Know-How and Ability

		Required	Preferred
Education and Training	Master's Degree (MLIS) from an ALA accredited program or equivalent, a Library Technician Diploma plus additional experience or a degree in a related field may be considered	X	
Experience	Minimum two years' program development & delivery experience	X	
	Minimum of two years' supervisory experience		X
	Minimum of two years' library experience	X	
	Customer service priority focus	X	



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Knowledge/ Skills/ Abilities	Effective independent and collaborative teamwork	X	
	Exceptional understanding and application of library technology and emerging trends	X	
	Strong technology and computer skills	X	
	Exceptional verbal and written communication and interpersonal skills	X	
	Effective judgment and problem-solving skills	X	
	Effective organizational and time management skills	X	
	Exceptional attention to detail	X	
	Valid Emergency First Aid Certificate		X

5 Additional Information

A valid driver's license and reliable vehicle for occasional work use with two million (\$2,000,000) of motor vehicle liability insurance coverage is required. This position frequently requires moving library materials in/on bags, bins, carts and may involve reaching high and low library shelving; accommodations will be made for those who require it.

6 Signatures

Name	Signature	Date (MM/DD/YYYY)
Employee	Employee	
Director, Library Services	Director, Library Services	



Appendix E - Job Description: Public Services Coordinator

EFFECTIVE DATE: NOVEMBER 18, 2020

REVIEW DATE: OCTOBER 2023

1 Position Information

Position/Department: Public Services Coordinator

Pay Band: 5 - Supervisor/Librarian

Responsible To: Services Manager Librarian

Responsible For: The overall administration of the department including the supervision and leadership of staff and volunteers working therein. Acts as the Person in Charge (PIC).

2 Purpose

To lead the identification, development and provision of programs and services at the highest ethical and professional standards to enable the transfer of information and foster community engagement. Provide direct support to management and provide leadership and supervision to Library Assistants and Clerks.

All Spruce Grove Public Library employees uphold and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations, Statements of Intellectual Freedoms, as well as the Library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission, Values and Code of Conduct; Plan of Service; Policies; Health and Safety Program; and Budget.

3 Duties and Responsibilities

General Duties:

- Maintain an awareness and understanding of current trends and innovation in library service including popular materials and technology;
- Provide customer service to patrons throughout the library;
- Assume responsibility of all aspects of developing, implementing, evaluating and maintaining departmental procedures and best practices;
- Provide tours, orientations and training for library staff and customers on library usage including but not limited to finding materials, accessing technology, and use of e-resources and website;
- Exercise fiscal prudence within departmental budgets and provides recommendations on future budgets based on the Plan of Service and statistical evidence from the previous year;
- Act as a liaison between other libraries or organizations to problem solve;
- Contributions to monthly Library Board reports
- Collect, analyze and report on statistics in their department for budgeting and decision making.
- Assist in the development, implementation, and evaluation of all aspects of the planning, administrative, financial, and technological structure within the organization;



Appendix E - Job Description: Public Services Coordinator

EFFECTIVE DATE: NOVEMBER 18, 2020

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Leadership Duties:

- Is an active participant on the Leadership Team.
- Act as the PIC (Person in Charge) when required by providing leadership to staff, enforcing the public code of conduct, or enacting emergency protocol or procedures;
- Train, supervise, and evaluate relevant staff in consultation with Library Management;
- Provide leadership, mentorship, coaching, expertise, and direction to staff as required;
- Train and support appropriate volunteers.

Public Services:

- Develop, coordinate, deliver and evaluate:
 - Circulation services;
 - reference services including reader's advisory, research, technology literacy, and specialized information requests; support documents such as guides, reading lists, and other instructional material.

Promotion & Community Engagement:

- Act as an SGPL ambassador within the community;
- Promote relevant library programs and services
- Communicate departmental happenings throughout the organization;
- Engage with the community to develop responsive and relevant library services.

4 Know-How and Ability

		Required	Preferred
Education and Training	Master's Degree (MLIS) from an ALA accredited program or equivalent, a Library Technician Diploma plus additional experience or a degree in a related field may be considered	X	
Experience	Minimum five years' customer service experience	X	
	Minimum of two years' supervisory experience		X
	Minimum of two years' library experience	X	
Knowledge/ Skills/ Abilities	Customer service priority focus	X	
	Effective independent and collaborative teamwork	X	
	Exceptional understanding and application of library technology and emerging trends	X	
	Strong technology and computer skills	X	



Appendix E - Job Description: Public Services Coordinator

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Exceptional verbal and written communication and interpersonal skills	X	
Effective judgment and problem-solving skills	X	
Effective organizational and time management skills	X	
Exceptional attention to detail	X	
Valid Emergency First Aid Certificate		X

5 Additional Information

A valid driver's license and reliable vehicle for occasional work use with two million (\$2,000,000) of motor vehicle liability insurance coverage is required. This position frequently requires moving library materials in/on bags, bins, carts and may involve reaching high and low library shelving; accommodations will be made for those who require it.

6 Signatures

Name	Signature	Date (MM/DD/YYYY)
Employee	Employee	
Director, Library Services	Director, Library Services	



Appendix E - Job Description: Library Clerk II

EFFECTIVE DATE: NOVEMBER 18, 2020

REVIEW DATE: OCTOBER 2023

1 Position Information

Position/Department: Library Clerk II/As Assigned: Public Services; Check In/ ILL; Bibliographic Services; Community Services; Children & Youth Services

Pay Band: 3 - Library Clerk II

Responsible To: Supervisor

Responsible For: Providing library programs and services throughout the library.

2 Purpose

To provide support in the delivery of library programs and services to patrons and staff. Although typically assigned to one department, Library Clerk IIs are cross trained to provide support in various areas. Library Clerk IIs deliver and evaluate library service, assist in maintaining relevant procedures, and are leaders to Clerk Is.

All Spruce Grove Public Library employees uphold and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations, Statements of Intellectual Freedom, as well as the Library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission, Values and Code of Conduct; Plan of Service; Policies; Health and Safety program; and Budget.

3 Duties and Responsibilities

General Duties:

- Provide customer service to patrons throughout the library.
- Maintain tidy staff and public spaces;
- Perform supportive clerical duties such as answering phones, filing, sorting and distributing mail, copying, stocking supplies, etc.;
- Perform opening and closing duties.
- Enforce the public code of conduct and follows emergency protocol or procedures;
- Support Library Assistants in relevant areas and provides training and leadership to Library Clerk Is
- Provide clerical, administrative, financial, and technical training and support within the assigned departments.
- Fill in where necessary;

Public Services:

- Deliver front line library service to members of the public;
- Perform circulation of materials (check-out) at the front desk
- Create and manages library patron accounts and files with accuracy in accordance with FOIP legislation.
- Perform accurate and consistent monetary transactions and daily cash reconciliation
- Support patrons with computers, internet, public catalogue, document services, gaming, and material location.
- Assist library patrons with searching for materials, accessing technology, and using e-resources.



Appendix E - Job Description: Library Clerk II

EFFECTIVE DATE: NOVEMBER 18, 2020

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- Direct patrons to guides, reading lists, and other instructional material;
- Pass along patron feedback to supervisors;
- Refer patrons to appropriate staff for specialized assistance.

Check In/ ILL:

- Perform check-in of materials, collection of holds, shipping/receiving of interlibrary loans, and shelving as required.

Bibliographic Services:

- Support bibliographic services by vetting donations, performing shipping/receiving duties, creating item records, completing materials processing; and managing damaged materials;
- Support the maintenance of all library collections as directed;
- Manage processing supply inventory;

Community Services:

- Support in the development of programs as required;
- Deliver and evaluate comprehensive and relevant programs, services, and events.
- Collect and report on statistics within the department;
- Maintain and evaluate materials for Little Free Libraries.

Children & Youth Services:

- Support in the development of programs as required;
- Deliver programs and services

Marketing & Community Engagement:

- Act as an SGPL ambassador within the community;
- Promote library programs and services through print publications, social media, website, and outreach.
- Create relevant, timely, and attractive promotional displays;
- Maintain good working relationships between library departments

4 Know-How and Ability

		Required	Preferred
Education and Training	High School Diploma	X	
	Some professional library courses (technician or MLIS)		X
Experience	Related customer service experience	X	
	Experience delivering programs	X	



Appendix E - Job Description: Library Clerk II

EFFECTIVE DATE: NOVEMBER 18, 2020

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Knowledge/ Skills/ Abilities	Works effectively, independently, and collaboratively within a team environment	X	
	Filing skills including knowledge of the Dewey Decimal Classification system		X
	Strong technology and computer skills including proficiency with computers and mobile devices, and familiarity with a variety of software including MS Office, and Outlook.	X	
	Effective verbal and written communication and interpersonal skills	X	
	Effective judgment and problem-solving skills	X	
	Effective time management skills	X	
	Exceptional attention to detail	X	

5 Additional Information

Physical requirements in this position include lifting to 30 lbs of library materials, reaching to place materials on shelves, pushing and pulling book drop bins and carts, and frequent standing, sitting, walking, and bending.

6 Signatures

Name	Signature	Date (MM/DD/YYYY)
Employee	Employee	
Director, Library Services	Director, Library Services	



Appendix E - Job Description: Library Clerk I

EFFECTIVE DATE: NOVEMBER 18, 2020

REVIEW DATE: OCTOBER 2023

1 Position Information

Position/Department: Library Clerk I / As Assigned: Check In/ ILL; Public Services; Community Services

Pay Band: 2 - Library Clerk I

Responsible To: Supervisor

Responsible For: Providing customer service to patrons throughout the library.

2 Purpose

Library Clerk Is support in the delivery of library programs and services to patrons. Although typically assigned to one department, Library Clerk Is are cross trained to assist in various areas. Library Clerk Is assist in maintaining relevant procedures by providing feedback and suggestions.

All Spruce Grove Public Library employees uphold and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations, Statements of Intellectual Freedom, as well as the Library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission, Values and Code of Conduct; Plan of Service; Policies; Health and Safety Program; and Budget.

3 Duties and Responsibilities

General Duties:

- Maintain tidy staff and public spaces;
- Perform supportive clerical duties such as answering phones, filing, sorting and distributing mail, copying, stocking supplies, etc.;
- Perform opening and closing duties.
- Support the enforcement of the public code of conduct and follow emergency procedures;
- Fill in where necessary.

Public Services:

- Deliver front line library service to members of the public;
- Perform circulation of materials (check-out) at the front desk
- Create and manage library patron accounts and files with accuracy in accordance with FOIP legislation;
- Perform accurate and consistent monetary transactions and daily cash reconciliation.
- Support patrons with computers, internet, public catalogue, document services, gaming, and material;
- Assist library patrons with searching for materials, accessing technology, and using e-resources;
- Direct patrons to guides, reading lists, and other instructional material;
- Pass along patron feedback to supervisors;
- Refer patrons to appropriate staff for specialized assistance.

Check In/ ILL:



Appendix E - Job Description: Library Clerk I

EFFECTIVE DATE: NOVEMBER 18, 2020

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- Perform check-in of materials, collection of holds, shipping/receiving of interlibrary loans, and shelving as required.

Community Services:

- Provide support for library programs.
- Collect statistics within the department.

Marketing & Community Engagement:

- Act as an SGPL ambassador within the community;
- Promote library programs and services through interactions with patrons.

4 Know-How and Ability

		Required	Preferred
Education and Training	High School Diploma	X	
Experience	1-year customer service experience	X	
Knowledge/ Skills/Abilities	Work effectively, independently, and collaboratively within a team environment	X	
	Filing skills including knowledge of the Dewey Decimal Classification system		X
	Strong technology and computer skills including proficiency with computers and mobile devices, and familiarity with a variety of software including MS Office, and Outlook.	X	
	Effective verbal and written communication and interpersonal skills	X	
	Effective judgment and problem-solving skills	X	
	Effective time management skills	X	
	Exceptional attention to detail	X	

5 Additional Information

Physical requirements in this position include lifting to 30 lbs of library materials, reaching to place materials on shelves, pushing and pulling book drop bins and carts, and frequent standing, sitting, walking, and bending.



Spruce
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Public
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Appendix E - Job Description: Library Clerk I

EFFECTIVE DATE: NOVEMBER 18, 2020

REVIEW DATE: OCTOBER 2023

6 Signatures

Name	Signature	Date (MM/DD/YYYY)
Employee	Employee	
Director, Library Services	Director, Library Services	

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1 Position Information

Position/Department: Page/Bibliographic Services

Pay Band: 1 - Library Page

Responsible To: Bibliographic Services Manager

Responsible For: N/A

Professional Development: Employees must complete set professional development hours annually based on the following hours of work/week:

- < 15 hrs/wk must complete 10 hours of PD
- > 15 hrs/wk must complete 15 hours of PD

2 Purpose

Library Pages are responsible for the handling of library materials circulated in or out of the library or used within the library as part of the provision of service.

All Spruce Grove Public Library employees uphold and work within the framework of the Alberta Libraries Act and Regulations, FOIP Act and Regulations, Statements of Intellectual Freedom, as well as the Library's corporate culture as embodied in the Spruce Grove Public Library's Vision, Mission, Values and Code of Conduct; Plan of Service; Policies; and Budget, all with emphasis on excellence in customer service.

3 Duties, Responsibilities, and Authorities

General Duties:


- Provides exemplary customer service to patrons throughout the library;
- Refers patrons to senior staff for specialized assistance;
- Provides reports on state of library collections on regular basis;
- Maintains tidy staff and public spaces;
- Assists in opening and closing duties.

Leadership Duties:

- Supports the enforcement of the public code of conduct and follows emergency protocol or procedures;
- Supports Library Assistants and Clerks in relevant areas and provides training and leadership to volunteers as directed.

Bibliographic Services:

- Supports collection maintenance and space planning projects as directed;
- Sorts and shelves library materials efficiently;
- Collect and scan items used in-house for statistical purposes;
- Shelf read to ensure collections organized accurately.

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Public Services Duties:

- Supports patrons with computers, internet, public catalogue, document services, gaming, and material location;
- Directs patrons to guides, reading lists, and other instructional material;
- Passes along patron feedback to Supervisor;
- Refers patrons to appropriate staff for assistance.

Marketing & Community Engagement:


- Acts as an SGPL ambassador within the community;
- Develops and maintains good working relationships between library departments.

4 Know-How and Ability

		Required	Preferred
Education and Training	High School Diploma		X
Experience	Related library and customer service experience		X
Knowledge/ Skills/Abilities	Customer priority focus	X	
	Work effectively independently and collaboratively within a team environment	X	
	Filing skills including knowledge of Dewey Decimal or alpha-numerical systems	X	
	Strong technology and computer skills including proficiency with computers and mobile devices as well as MS Office		X
	Effective verbal and written communication and interpersonal skills	X	
	Effective judgment and problem solving	X	
	Effective time management skills	X	
	Exceptional attention to detail	X	
	Valid Emergency First Aid Certificate		X

5 Additional Information

Physical requirements in this position include lifting up to 70 lbs of library materials, reaching to place materials on shelves, pushing and pulling book drop bins and carts, and frequent standing, sitting, walking, and bending. Being able to sit on the floor and be physically active during programming may be required.

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6 Signatures		
Name	Signature	Date (MM/DD/YYYY)
Employee	Employee	
Manager	Manager	
Director, Library Services	Director, Library Services	

Appendix 3F - Procedures for Reporting, Investigating and Documenting Incidents of Workplace Violence

Procedure

1. If an individual believes they have been subjected to workplace violence, they have the responsibility to advise the offender, directly or through a third party that the action is unacceptable and unwelcome. It is imperative that the alleged offender is made immediately aware of any behavior or conduct that is offensive and given the opportunity to cease such behavior or conduct.
2. If the behavior or conduct does not cease, or the severity of the behavior or conduct warrants it:
 - a. The individual shall report the incident(s) of perceived workplace violence as soon as possible after the alleged occurrence to their immediate supervisor. If, through perceived involvement or bias, the individual does not feel able to proceed through their supervisor, then the incident shall be reported to the Director. The Director is responsible for ensuring that the complaint is promptly and thoroughly investigated by establishing an investigation team and process for the investigation.
3. Any incident involving the Director should be reported to the Board. The Board shall coordinate any required investigation.

Investigative process

Investigation team members may include, but are not restricted to, the Director and others as deemed to be able to contribute.

The investigation process shall include

1. The preparation of a written statement using the “Workplace Violence Complaint Form”, with a specific and clear description of the words or action complained about, signed by the complainant.
2. Interviews of the complainant and the alleged offender.
3. Interviews of any other individuals who may be able to provide additional information.

If the investigation reveals evidence to support the complaint(s) of workplace violence, appropriate disciplinary action will be undertaken.

If the investigation reveals no evidence to support the complaint(s):

1. No documentation shall be placed in the alleged offenders personnel file
2. The Employee Assistance Program shall be made available to the complainant and the accused. Use of this program shall be at the discretion of the individual.
3. The complainant shall be advised of the right to contact the Alberta Human Rights Commission to file a complaint.

Regardless of the outcome of a harassment complaint made in good faith, the employee lodging the complaint, as well as anyone providing information will be

protected from any form of retaliation by either co-workers or supervisors. This includes dismissal, demotion, unwanted transfer, and denial of opportunities within the Spruce Grove Library or harassment of an individual as a result of making a complaint or having provided evidence regarding the complaint.

Responsibility of Management

It is the responsibility of the Director, supervisor, or any person within the Spruce Grove Library supervising one or more employees to take immediate and appropriate action to report or deal with any incidents of harassment of any type whether brought to their attention of personally observed and will also identify corrective actions to prevent a recurrence.

Appendix 3G –Course Application

Procedure

1. Employee must fill out and submit the Course Application Form to the Director prior to course registration.
2. Director to review application and, if approved, return the original form to staff member and file a copy in the staff member's personnel file.
3. Upon successful completion of course, employee to submit the following to the Office Manager for reimbursement:
 - i. Employee Expense Form
 - ii. Original approved Course Application Form
 - iii. Original receipt for course fees
 - iv. Proof of successful course completion

COURSE APPLICATION FORM

STAFF NAME:

POSITION:

COURSE TITLE:

INSTITUTION:

AMOUNT:

BENEFIT TO LIBRARY:

FOR USE BY DIRECTOR	
Signed:	Amount:
	Date: